



**Government of South Australia**

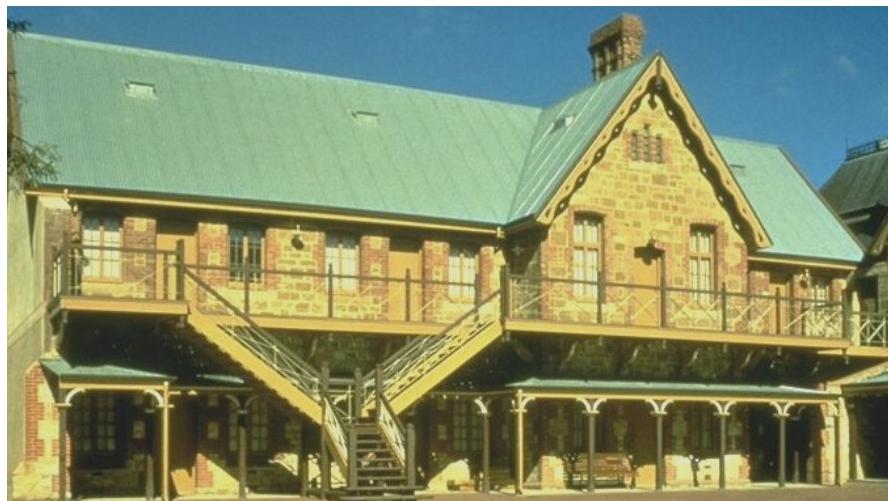
Department for Transport,  
Energy and Infrastructure

FAMIS Release 2.0.0

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## **Facilities Management Information System**

# **Training Guide and User Manual**



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# Table of Contents

<b>Conventions .....</b>	<b>1</b>
Using the Keyboard .....	1
Using the Mouse .....	2
Terms .....	3
<b>Getting Started with FAMIS .....</b>	<b>4</b>
Introduction .....	5
Logging On .....	7
Password Requirements .....	9
The Welcome Screen.....	10
The Asset List .....	11
The Work Tabs .....	12
Data Entry Techniques, Tips & Hints.....	13
<i>Using the Keyboard.</i> .....	13
<i>Using the Mouse</i> .....	13
<i>Work Tabs Scroll Arrows</i> .....	14
<i>Text Tips</i> .....	14
Searching for Assets.....	15
<i>Navigate to an existing Asset</i> .....	15
<i>'Search' using the Toolbar Menu</i> .....	15
Setting up an Asset List .....	17
User Contact Details .....	19
Shutdown Procedure .....	20
<b>Work Requests .....</b>	<b>21</b>
Request Work .....	22
Unplanned Work .....	23
Planned Work .....	25
<b>Work Agreement.....</b>	<b>26</b>
Agreement of Works .....	27
Authorise, Dispute or Delete an Agreement .....	28
Clearing an Action.....	28
Action List Options .....	29
Amending Work Details.....	30
<b>Job Tracking.....</b>	<b>31</b>
Tracking Work in FAMIS .....	32

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Quick Menu Functions .....	33
<i>Description Search</i> .....	33
<i>Display Options</i> .....	34
<i>Action Options</i> .....	35
<b>Approvals.....</b>	<b>42</b>
Approvals for Payment.....	43
Display Job Details on the Approvals Tab.....	45
Accept, Approve or Dispute claims for Payment.....	46
Clear Disputes on claims for payment.....	47
<b>Job History .....</b>	<b>48</b>
Job History Details .....	49
<i>View the history of a completed Job</i> .....	49
<i>Quick Menu Options</i> .....	50
<i>Export information to Excel</i> .....	51
<b>Job Billing .....</b>	<b>53</b>
Job Billing Details.....	54
<i>View the Billing details of a Job</i> .....	54
<b>Invoicing .....</b>	<b>55</b>
View Jobs ready for Invoicing.....	56
Invoicing Jobs by the FM .....	57
<b>Work Schedules .....</b>	<b>59</b>
Work Schedule Details.....	60
<i>View a Schedule of Work</i> .....	60
<i>View Schedule Details</i> .....	61
<b>Budgets.....</b>	<b>63</b>
Budget Details .....	64
<i>View Budgets</i> .....	64
<b>Troubleshooting .....</b>	<b>65</b>
Error Messages.....	66
Bugs .....	66
<i>How to enter a new Bug or Problem</i> .....	67
View the 'About' screen.....	67
View the 'New Features' .....	68
<b>Reports.....</b>	<b>69</b>
Report Details .....	70

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# Conventions

*This section explains the keyboard functions, mouse actions, and terms used in these training materials.*

## ***Using the Keyboard***

Keys that do not produce a character appear within angle brackets. These keys include:

<i>Function keys</i>	<F1> through <F12>
<i>Booster keys</i>	<Alt>, <Ctrl>, and <Shift>
<i>Pointer Movement keys</i>	<Home>, <Page Up>, <Page Down>, <End>, <Tab>, and the arrow keys
<i>Other Keys</i>	<Backspace>, <Del>, <Ins>, <Caps Lock>, <Esc>, <Enter>, and <Num Lock>

Buttons that appear in dialog boxes and references to data entry fields are shown in bold square brackets.

For example:

**Choose [OK]**  
or  
**Click in the [Asset] field**

## ***Using the Mouse***

The following terms are used to describe actions you perform with the mouse.

<i>Click</i>	Press and release the left mouse button.
<i>Right-click</i>	Press and release the right mouse button.
<i>Double-click</i>	Click the left mouse button twice in rapid succession.
<i>Drag</i>	Move the mouse while holding down the left mouse button.
<i>Right-drag</i>	Move the mouse while holding down the right mouse button.
<i>Highlight</i>	Drag the mouse pointer across data, causing the information to appear in reverse video.
<i>Point</i>	Position the mouse pointer on the indicated item.

## **Terms**

The following terms are descriptions of those used in the training materials:

<i>Choose</i>	Indicated a menu selection or dialog box command button. You can move the mouse pointer over the menu selection or dialog box command button, then click, or execute the appropriate keyboard commands.
<i>Select</i>	Highlights a list box item or activates an option button in a dialog box. Move the mouse pointer over the list box item or option button, then click.
<i>Turn on / Turn off</i>	Activates or deactivates check box options within dialog boxes. Move the mouse pointer over the check box, then click.
<i>Bold Print</i>	Indicates menu or list items that you click on or select.  <i>Example:</i> Choose <b><u>File Save As....</u></b>
	 <i>Example:</i> Select <b>Numeric.</b>
<i>Buttons</i>	Indicate items you click on.  <i>Example:</i> Choose <b>[Insert]</b>
<i>Explanations</i>	Located directly below the step.
<i>Italics</i>	Indicate words or phrases that appear on the computer screen, references to text or a number as itself, or to newly introduced terms.  <i>Example:</i> Change the selected heading from <i>What is the Next Step?</i> to <i>The Next Step.</i>
	 <i>Example:</i> <i>Footnotes</i> are references printed at the bottom of the page

# **Getting Started with FAMIS**

## **OBJECTIVES**

*You will be able to:*

- Understand the function of FAMIS
- Start-up FAMIS
- Move around the FAMIS screens
- Exit FAMIS

## ***Introduction***

The Facilities Management Information System (FAMIS) is a program designed to be used by staff and management who are responsible for the management and implementation of systems pertaining to the Facilities Management Arrangements.

The function of FAMIS is to improve the management of assets through its ability to:

- Enable agencies and sites to procure the following services:

### **Planned Services**

- Preventative Maintenance
- Planned Replacement/Refurbishment Maintenance
- Planned Minor Works

### **Unplanned Services**

- Breakdown Maintenance
- Unplanned Property Services
- Unplanned Replacement/Refurbishment Maintenance
- Unplanned Minor Works

### **Property Services**

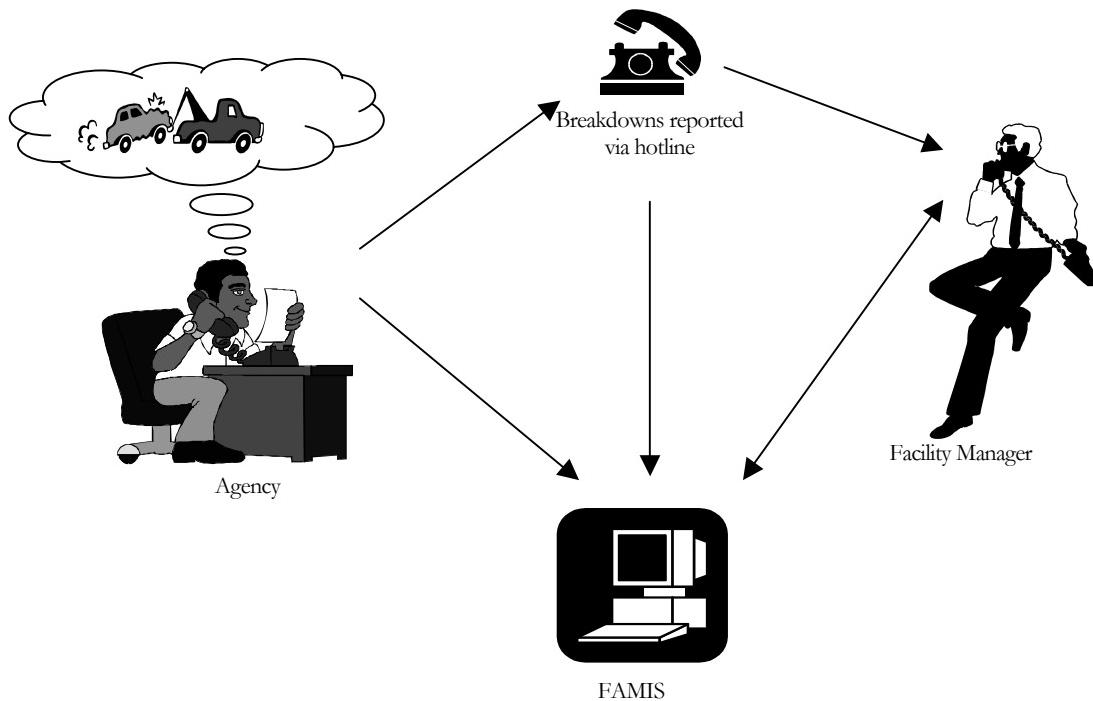
- Cleaning Services
- Hygiene Services
- Security Services
- Grounds Maintenance
- Waste Management

- Enable the Agency representatives to follow up on the progress of work requests and allow Agency representatives and Facility Managers to track jobs.
- Store all data relating to the asset/cost centre, the type of work involved, and the labour, materials, equipment and resources used.
- Enable Agencies and sites to accept and approve jobs for payment or dispute work as required.
- Allow Facility Managers to enter two invoices, per month, for completed jobs.

**NOTE:** The FAMIS software has now been extended to work with Assets not covered by the FM Arrangements and located outside the Adelaide metropolitan area.

This is a *Pilot* situation, limited to selected designated locations.

In FAMIS, when work is submitted by an Agency representative a job number is issued for the work to be done. The details are passed to the Facilities Management Service Provider (FM) for registration with their system. The agency deals directly with the FM. The FM reports to DTEI via a daily file upload which contains claim information and other data requested.

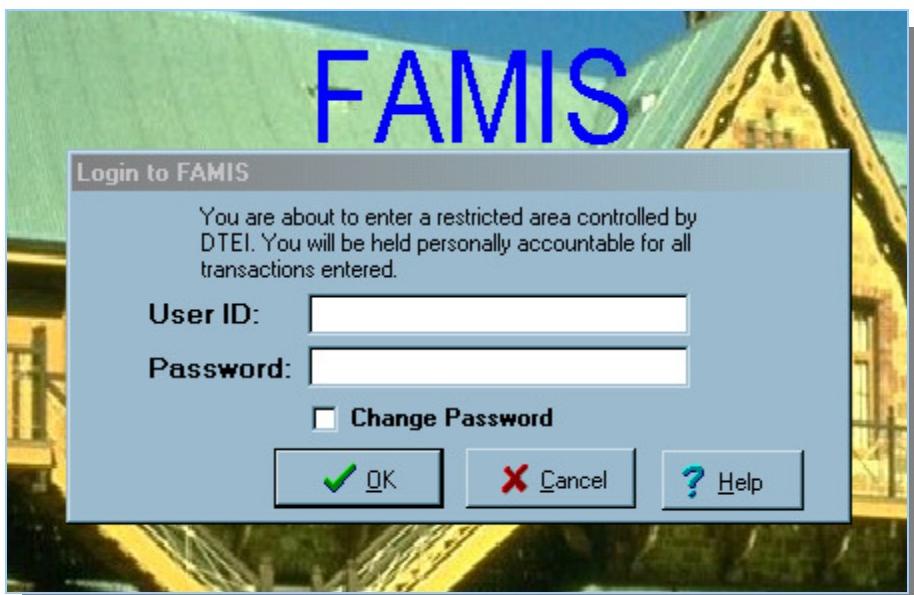


## **Logging On**

Double-click the FAMIS icon on the computer desktop screen. This opens the **FAMIS – User Identification** window.



1. Enter your User ID and select [ OK]



2. Enter your Password and select [ OK]

If your User ID is not recognised by the system, an error message will be displayed:  
**Not a Registered FAMIS User.**



Click [OK], re-enter a correct User ID.

Occasionally during the Log-in process Users are advised that the current version of FAMIS is out-of-date and Users will be prompted by the system to download a NEW FAMIS version.

There may be up to four separate modules included in the new version and Users will be asked for download confirmation for each module.

Download times may vary depending on the speed of the internet connection being used. Normal broadband connection can take approximately 2-3 minutes, however, slower speeds can cause the download process to take up to 45 minutes.



Click [ **OK**] to download now (recommended)

or

Click [**Ignore**] to download at a later time

## ***Password Requirements***

To comply with Government Security Guidelines FAMIS requires Users to change and maintain their own Password in accordance with FAMIS Password requirements:

Passwords must comply with the following:

- All Passwords must be 8 characters or more
- All Passwords must contain at least, 1 number, 1 uppercase letter and 1 lowercase letter.
- Users will be prompted to change their Password every 30 days (the system will allow 1 grace login, per User)
- Passwords cannot be re-used until 13 other Passwords have been utilised.

FAMIS will allow 3 login attempts; if you exceed 3 login attempts the system will lock your User access.

Contact the Service Desk by telephone on 8226 1511 or by emailing [business.systems@saugov.sa.gov.au](mailto:business.systems@saugov.sa.gov.au) to re-set and unlock User access.

## The Welcome Screen

Upon login the FAMIS Welcome Screen provides Users with topical information and notices and is structured to provide easy navigation to Assets and associated work tabs.

The screen layout consists of two panes.

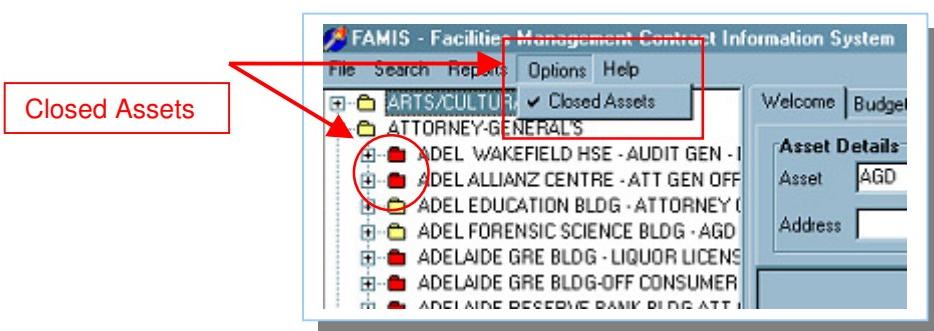
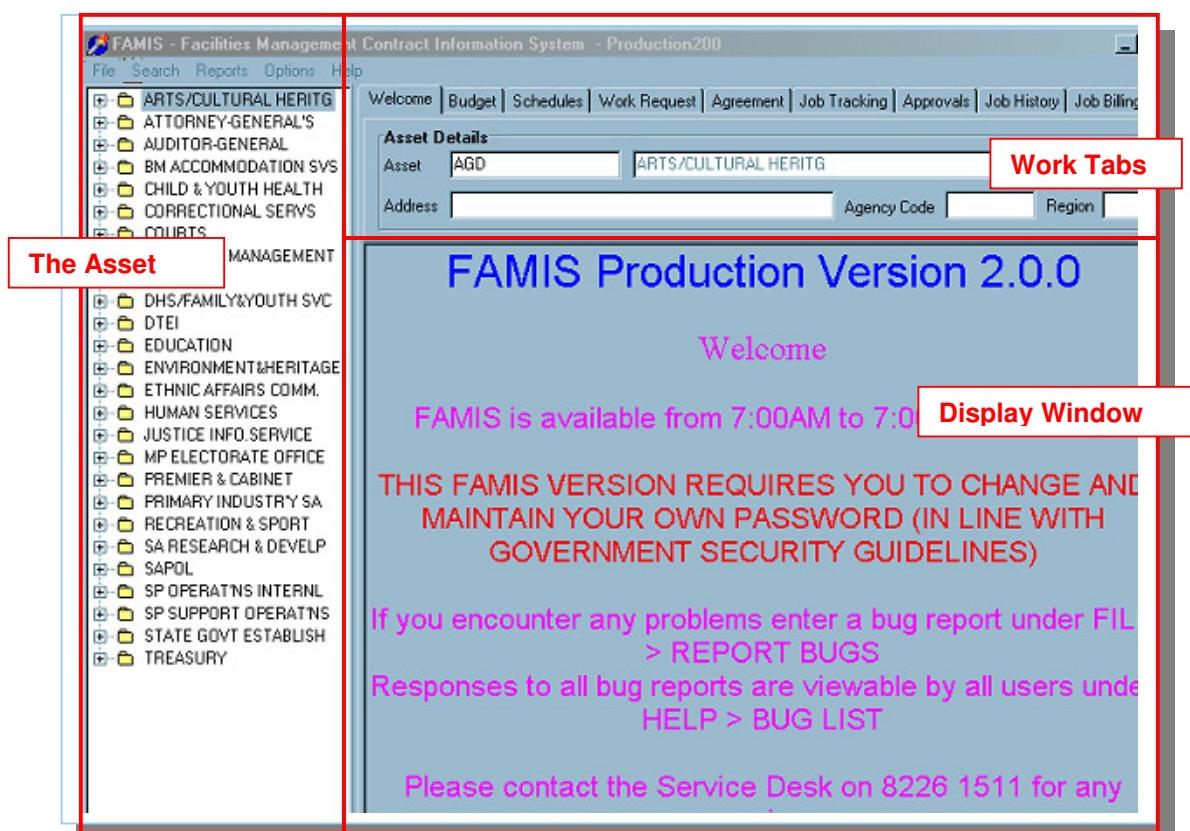
The left pane displays the Agency and Asset List.

The right pane displays fields and information relating to the selected Asset. The display window will vary depending on the work tab selected.

Closed Assets will be displayed with a red folder.

To view Closed assets select **[Options]: Closed Assets** from the toolbar Menu.

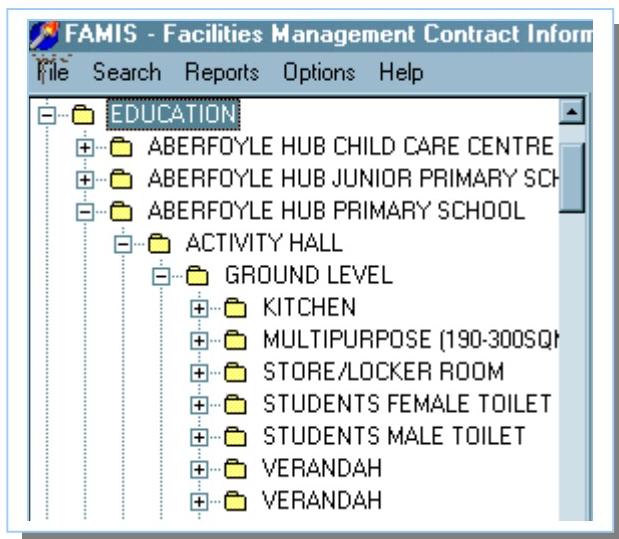
New work cannot be created for a Closed asset.



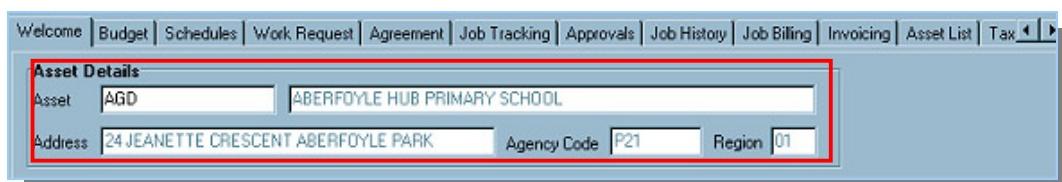
## The Asset List

The Asset list displays in a hierarchical structure where the top most levels display the Agency names. Use the following techniques to display details of the Asset list:

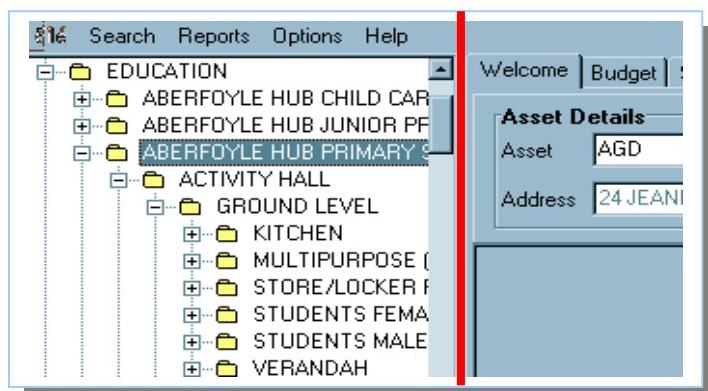
- Click on the (+) to expand/open the selected Asset
- Click on the (-) to close/hide Asset details.
- Double-Click the folder name to quickly expand Asset details.



When an Asset is selected in the Asset List window the Asset Details will display in the Work Tabs windowpane.



- To change the size of either pane, click and drag the vertical split bar between the display panes.



## **The Work Tabs**

The Work Tab window displays twelve work tabs displaying various information. Tabs available are applicable to a Users access level.

The Work Tabs give access to the following functions:

<i>Welcome</i>	Displays topical information and notices upon login.
<i>Budget</i>	Used to view and edit monthly budgets for Preventative Maintenance and other works.
<i>Schedules</i>	Displays the maintenance schedule and Technical Data Sheet (TDS) number for Preventative Maintenance and Property Services. Displays by work disciplines.
<i>Work Request</i>	Used to enter required data for planned and unplanned work.
<i>Agreement</i>	Used to view a list of planned replacement/refurbishment and planned minor works jobs still awaiting authorisation.
<i>Job Tracking</i>	Displays the status of jobs that are currently in progress, and allows for variations, reworks and costs to be added.
<i>Approvals</i>	Displays a list of tasks awaiting authorisation for payment, and allows for approval or dispute of each job.
<i>Job History</i>	Displays the status of completed jobs.
<i>Job Billing</i>	Similar to Job History but displays all billing details of jobs for an asset.
<i>Invoicing</i>	Used by the FM to allocate invoice numbers.
<i>Asset List</i>	Allows the selection of User specific assets to be displayed in the Asset List next time the User logs on.
<i>Tax Invoice</i>	Used by the FM to authorise payment of job costs, fees and GST for the current period.

## **Data Entry Techniques, Tips and Hints**

FAMIS data entry can be completed using the mouse or the keyboard to access data entry fields.

### **Using the Keyboard**

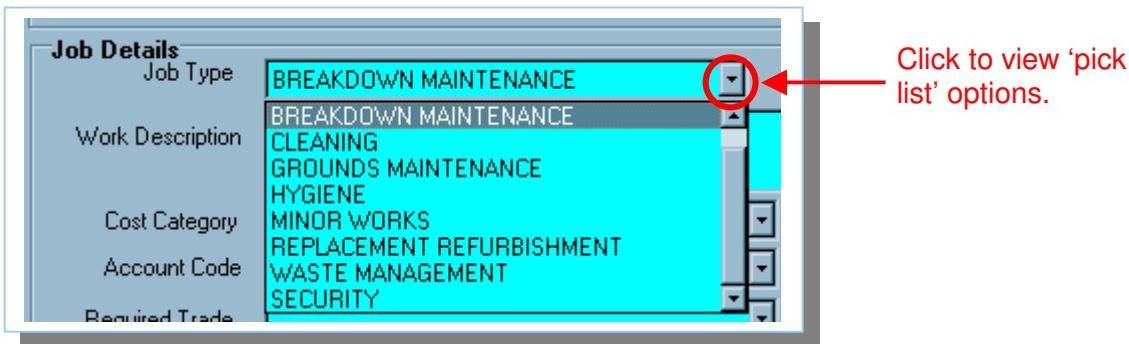
Use the following keys to move around fields in data entry areas.

<TAB>	Move to the next field
<SHIFT> <TAB>	Move to the previous field

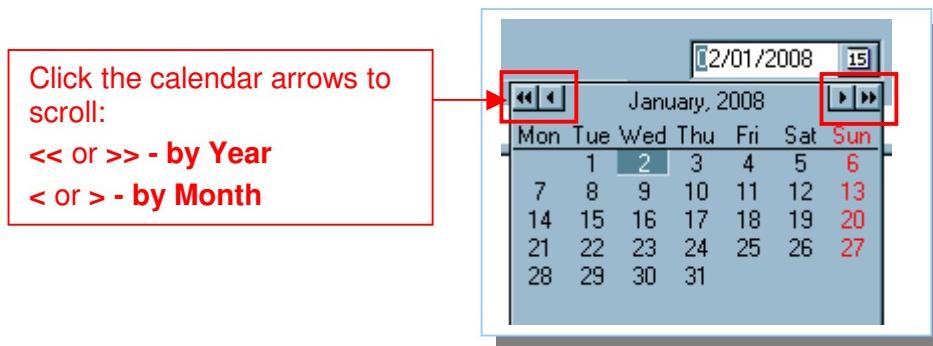
### **Using the Mouse**

There are a variety of techniques you can use when selecting fields with the mouse:

- **Pick List Fields** – Some fields will consist of ‘pick lists’, i.e.: select from a pre-defined list of options. Click the down arrow to access the list then click to highlight the required entry.



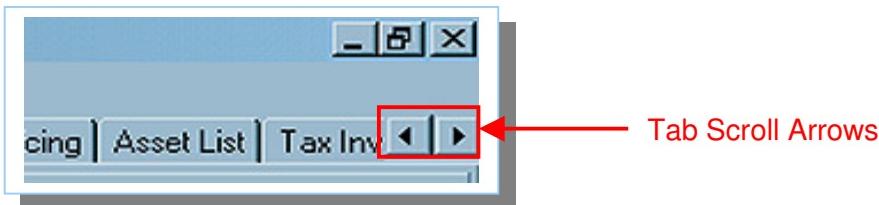
- **Free Text Fields** – Click in the data entry field with the mouse and then type in the required text.
- **Date Fields** – Date fields will display monthly calendars where you can click on the required day to enter the date.  
Use the left or right arrows to scroll through the months and/or years.



## Work Tabs Scroll Arrows

If any of the work tabs are not displaying, Users can use the tab scroll arrows to navigate left or right.

- Click the left scroll arrow to view work tabs on the left.
- Click the right scroll arrow to view work tabs on the right.

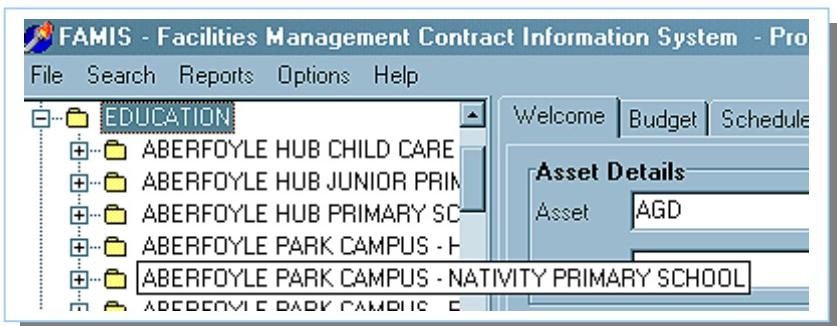


## Text Tips

FAMIS navigation is enhanced by helpful 'text tips'. Text tips will appear as you hover the mouse over certain fields and locations.

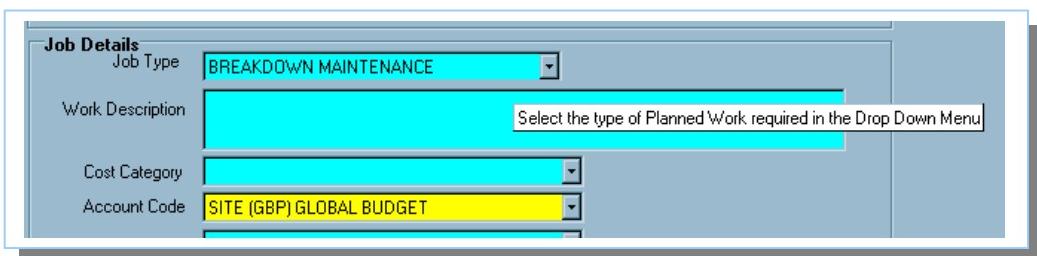
### For example:

- Hover the mouse over an incomplete Asset Name.



*A text tip displays the full name from the Asset List*

- Move the mouse over a data entry field in the display window.



*A Text tip displays data entry hints for the required field.*

## ***Searching for Assets***

Finding Assets within FAMIS is quick and simple using one of following methods:

### **Navigate to an existing Asset**

1. Click in the **[Asset]** field in the Work Tabs pane.
2. Enter the Agency Code and Asset Number with a dot separator.  
e.g.: TAFE.07754, EDUC.01777
3. Press **<Tab>** on the keyboard.

FAMIS will display the Asset Details for your selection in the Work Tabs pane.

### **'Search' using the Toolbar Menu**

The toolbar Search Menu offers Users several options to locate existing Assets:

1. Click the **Search** Menu
2. Choose search type



#### ***Assets by Name***

1. From the **Search** menu, select **[Assets by Name]**
2. Type in the Asset Name or part name, press **<Enter>** or click **[Find]**.
3. Results will be displayed, click on the Asset required and click **[Select]**.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### **Assets by Number**

1. From the **Search** menu, select [**Assets by Number**]
2. Type in the Asset Number, press <Enter> or click [**Find**].
3. Results will be displayed, click on the Asset required and click the [**Select**] key.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### **Assets by Address**

1. From the **Search** menu, select [**Assets by Address**]
2. Type in the Address, or part address, press <Enter> or click [**Find**].
3. Results will be displayed, click on the Asset required and click the [**Select**] key.
4. FAMIS will display the newly selected Asset in the Asset Details section of the Work Tabs pane.

### **Search results table.**

Code	Description	Address	Region
EDUC.00328	PARKSIDE PRIMARY SCHOOL	12 ROBART STREET PARKSIDE 5063	03
AGRI.07842	PARKSIDE MINES & ENERGY OFFICE	191 GREENHILL ROAD PARKSIDE 5063	03
	ENTAL HEALTH SERVICES OFFICE-CLOSED	4/62 GLEN OSMOND ROAD PARKSIDE 5063	03

Highlight the required Asset

Click [✓Select] to access the Work Tabs pane.  
Click [X Cancel] to cancel the Search

## **Setting up an Asset List**

The Asset List in the left-hand pane can be setup to display only those assets a User requires. Once a specific list is setup, FAMIS will record this detail and only display this list of assets in the Asset List pane upon User login.

The **[Asset List]** tab opens with the current active profile.

### **To Set-Up the Asset List**

1. Select the **[Asset List]** tab from the Work Tabs pane.
2. Click on the **[Clear All]** button.
3. Place a tick in the box next to each asset you require.
4. Click on the **[✓ Submit]** button.

The screenshot shows the 'Asset List' dialog box. At the top, there's a toolbar with tabs: Work Request, Agreement, Job Tracking, Approvals, Job History, Job Billing, Invoicing, and Asset List (which is highlighted with a red box). Below the toolbar, there's an 'Asset Details' section with fields for Asset (set to ARTS) and Description (ARTS/CULTURAL HERITAGE). There are also fields for Address, Agency Code, and Region. A 'Profile' dropdown is set to 'DEFAULT'. The main area contains a grid of assets with columns: Asset, Description, Agency, Local Id, and Pkg. Each row has a checkbox in the first column. To the right of the grid is a vertical toolbar with buttons: View All, View Clear, View Set, Clear All, Set All, Clear Selected, Set Selected, and Toggle Selected. At the bottom are 'Submit' and 'Cancel' buttons.

Asset	Description	Agency	Local Id	Pkg
<input checked="" type="checkbox"/> 05459	ADEL EDMUND WRIGHT HOUSE...		03	
<input checked="" type="checkbox"/> 05695	ADEL ROMA MITCHELL HSE-OFF...		02	
<input checked="" type="checkbox"/> 07145	ADELAIDE CAPITA BUILDING - A...		05	
<input checked="" type="checkbox"/> 07651	ADELAIDE NORTH TERRACE AR...		03	
<input checked="" type="checkbox"/> 07488	ADELAIDE NORTH TERRACE BU...		02	
<input checked="" type="checkbox"/> 05919	ARCHIVE -ADEL EDMUND WRIG...		03	
<input checked="" type="checkbox"/> 07683	ARCHIVE -ARTS SA AIRPORT B...		01	
<input checked="" type="checkbox"/> 05497	ARCHIVE -NETLEY COMMERCIAL...		01	
<input checked="" type="checkbox"/> 05343	ARCHIVE -OLD MOTHERS WARD		03	
<input checked="" type="checkbox"/> 07678	ARCHIVE NETLEY COMMERCIAL ...		01	
<input checked="" type="checkbox"/> 05370	ARCHIVE SA MUSEUM - WHALE ...		03	
<input checked="" type="checkbox"/> 06956	ARCHIVES BUILDING		03	
<input checked="" type="checkbox"/> 05373	ART GALLERY OF SOUTH AUST...		03	
<input checked="" type="checkbox"/> 06808	ARTLAB		03	
<input checked="" type="checkbox"/> 05135	ARTS SA		02	
<input checked="" type="checkbox"/> 03700	ARTS SA OFFICES		01	
<input checked="" type="checkbox"/> 06081	BOLIVAR MACERATION COMPLEX		03	
<input checked="" type="checkbox"/> 05658	CARDIFF YOUTH ARTS CENTRE		01	

Available: 54    Selected: 54    Profiles...

This opens a **Save Asset Profile** window.



5. Type a new Profile Name and click [ **Save**].
6. The next time the User exits and re-enters FAMIS the new Profile will be used and the Asset List pane will display only those Assets included in the new Profile.

**NOTE:** The **[Asset List]** tab is not available to all Users.

#### **To Show Another Profile**

FAMIS allows Users to set up more than one profile. Once set-up Users can alternate between profiles as the need arises.

From the **[Asset List]** Tab:

1. Click the **[Profiles ... ]** button.
2. Select another Profile and click the **[Apply]** button.  
The Asset List pane closes down and the new Profile list is displayed.

#### **The [Show Role] button**

The **[Show Role]** button has been designed for Agencies with a large number of Assets being looked after by several people. It displays all Assets for that User as a crosscheck that each Asset has been assigned and ticked.

## **User Contact Details**

User Contact Details are stored in FAMIS and should be kept up to date.

To view/update User Contact Details:

1. Open the **File** Menu
2. Select **Contact Details**  
the Contact Details window will open.
3. Update details and click [**✓ Submit**]

The screenshot shows a window titled "Contact Details". It displays the following information:

- User Id: PRZYBA01
- Last Edited: 8/1/2008
- Surname: [Enter Surname]
- First Name: [Enter First Name]
- Agency: [User Agency]
- Telephone Number: [User Telephone No.]
- Email Address: [User Email address]
- Notification: [checkbox]

At the bottom of the window are two buttons: a green "Submit" button with a checkmark icon and a red "Cancel" button with a cross icon.

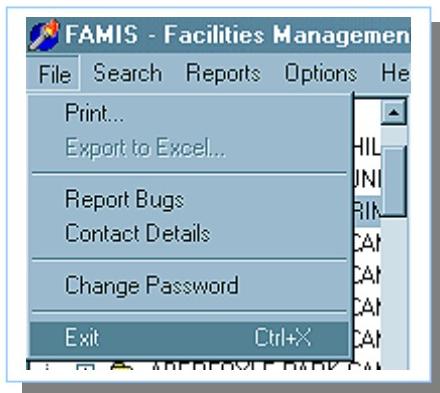
**NOTE:** The Notification check box is not applicable at this time.

## ***Shutdown Procedure***

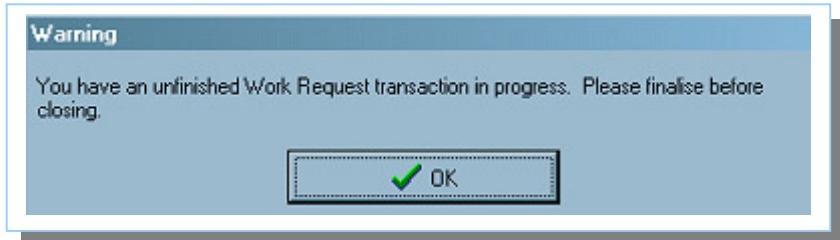
Users should complete any transactions or processes prior to exiting FAMIS.

To exit FAMIS correctly:

1. Open the **File** Menu
2. Select **Exit**



A Warning dialogue box will be displayed if any unfinished transactions are in progress.



1. Click [ **OK**]
2. Complete or Cancel any unfinished transactions.
3. Exit FAMIS as per above.

# **Work Requests**

## **OBJECTIVES**

*You will be able to:*

- Recognise in the Request Work Tab, which fields are:
  - Required
  - Optional
  - Default Data
  - Selection Data
- Submit a Work Request
- Release Planned Jobs
- Cancel a Work Request

## **Request Work**

The Work Request screen will display various fields appropriate for the type of work being entered.

Fields are colour coded as follows:

1. White      Displays **Asset Details** for the chosen asset.
2. Grey      Displays 'default' data that cannot be changed.
3. Blue      **Mandatory** Field for data entry.
4. Yellow      *Optional* field for data entry.

**NOTE:** Not all of the fields are displayed for some agencies.

Some agencies may only require some of the optional fields to be populated.

The screenshot shows a software interface for creating a work request. At the top, there's a navigation bar with links like Welcome, Budget, Schedule, Work Request, Agreement, Job Tracking, Approvals, Job History, Job Billing, and Inv. Below the navigation bar, the main form is divided into several sections:

- Asset Details:** This section contains fields for Asset (EDUC.01775) and Address (24 JEANETTE CRESCENT ABERFOYLE PARK), both of which are greyed out. It also includes Agency Code (P21) and Region (01).
- Payment Details:** This section includes Customer (DEC0000 - DEPT OF EDUC & CHILDRENS SERVS), Local ID (1775), Agency Ref (yellow), General Ref (yellow), and buttons for Use Last and Use Default.
- Job Details:** This section contains fields for Job Type (BREAKDOWN MAINTENANCE), Work Description (blue input field), Cost Category (blue dropdown), Account Code (yellow dropdown), Required Trade (blue dropdown), Job Priority (5), and Vandal (checkbox).
- Site Contact Details:** This section has fields for Contact Name (yellow) and Contact Phone (yellow).
- Action Buttons:** At the bottom left are Save As Default and Delete Pending Job(s) buttons. In the bottom right corner are Submit (with a checkmark icon) and Cancel buttons.

## ***Unplanned Work***

Unplanned work consists of:

- Breakdown Maintenance
- Unplanned Property Services  
(i.e: Cleaning, Security etc...)
- Unplanned Replacement/Refurbishment work (less than \$11,000)
- Unplanned Minor Works (less than \$11,000)

There are 5 priority levels available, depending on the urgency of the work.

### **Priority 1**

Emergency, immediate less than 30 minutes.

*Highest call out fee and is intended only for emergencies.*

*Attendance is within 30 minutes and can **only be requested by telephone** using the **Hotline**.*

### **Priority 2**

High priority within 2 hours.

*High call out fee and is intended for work of high urgency.*

*Attendance is within 2 hours and can **only be requested by telephone** using the **Hotline**.*

### **Priority 3**

Same day if reported before 1 pm or by 1 pm the next day if reported after 1 pm.

*Lesser call out fee and is intended for most medium urgency jobs.*

*Attendance is same day if reported prior to 1 pm or next day if reported after 1 pm.*

### **Priority 4**

Within 5 working days.

*Lowest call out fee and is for work of a lesser urgency.*

*Attendance is within 5 working days.*

### **Priority 5**

Within 30 days.

*No call out fee and is intended for low priority repairs.*

*Attendance is within a 30-day maximum period.*

*This work is programmed by the FM to maximise their use of resources.*

## How to Request Unplanned Work in FAMIS

1. Select an Asset from the 'Asset List' pane.
  2. Select the **[Work Request]** tab from the 'Work Tabs' pane.  
A new form will be displayed in the Display window.
  3. Fill in the applicable fields on the work request form.  
**[Agency Ref]** and **[General Ref]** are optional fields and may be used by the Agency to further identify work on invoices.
- NOTE:** Available fields may differ depending on business requirements.
4. Click on the **[✓ Submit]** button to complete the request.

Select an Asset from the 'Asset List'

Fill in the required fields.

Click [✓ Submit] to Complete  
or  
Click [✗ Cancel] to Cancel

## Planned Work

1. Select an Asset from the 'Asset List' pane.
2. Select the **[Work Request]** tab from the 'Work Tabs' pane.  
A new form will be displayed in the Display window.
3. Select the **[Work Type]** under **Job Details**
4. Select **[Planned]** from the pick list box.
5. Choose the **[Planned Start date]** and the **[Planned Finish date]**  
Dates must be changed from the default before the **[✓ Release]** button is enabled.
6. Fill in the required fields on the work request form.  
**[Agency Ref]** and **[General Ref]** are optional fields and may be used by the Agency to further identify work on invoices.
7. Click on the **[✓ Release]** button to save the job to the agreement list.

**NOTE:** All Mandatory fields must be populated before the **[✓ Release]** button is enabled.

FAMIS will automatically advance to the **[Agreement]** tab.

8. On the **[Agreement]** tab, double-click on the newly created job and click on the **[✓ Submit]** button.

The job will appear in **[Job Tracking]** the following day.

Select an Asset from the 'Asset List'

Click **[✓ Release]** to Complete

Fill in the required fields.

FAMIS - Facilities Management Contract Information System - Production200

File Search Reports Options Help

Welcome Budget Schedules Work Request Agreement Job Tracking Approvals Job History Job Billing

Asset EDUC.01673 ABERFOYLE PARK HIGH SCHOOL

Address 35A TAYLORS ROAD WEST ABERFOYLE PARK Agency Code P21 Region 01

Payment Details

Customer DEC0000 - DEPT OF EDUC & CHILDRENS SERVS Use Last

Local ID 1673 Agency Ref General Ref Use Default

Job Details

Job Type MINOR WORKS PLANNED

Work Description

Cost Category Estimated Cost \$0

Account Code

Work Category

Planned Start date Tuesday, 22 January 2008

Planned Finish date January 2008

Contact Phone

Save As Default Delete Pending Job(s)  Release  Hold  Cancel

# **Work Agreement**

## **O B J E C T I V E S**

*You will be able to:*

- Submit authorisation of agreed work.
- Dispute Planned Work
- Access Job details from the Agreement tab.

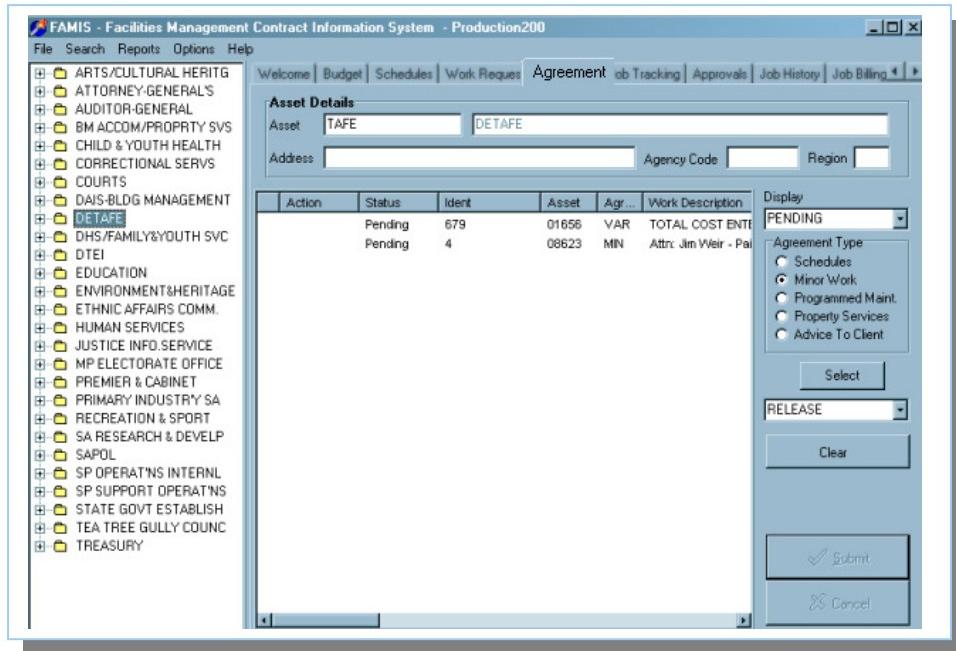
## **Agreement of Works**

The **[Agreement]** tab displays a list of schedules, Planned Replacement/Refurbishment works, Planned Minor Works, and Planned Property Services that are yet to be authorised by the agency.

When a submission is made through FAMIS for Planned Work, the Agency **must** authorise the agreement before the work order is issued.  
(NOTE: The FM can dispute this)

When Agreements are authorised by the agency, the Planned Work will appear in the **[Job Tracking]** tab the following day.

The **[Agreement]** tab can display jobs at the Agency Level or for an individual Asset.



## ***Authorise, Dispute or Delete an Agreement***

1. Select an Asset from the 'Asset List' pane.
2. Select the **[Agreement]** tab from the 'Work Tabs' pane.  
'Pending' is the default **[Display]** type.
3. Click the **[Agreement Type]** radio button to select the required option.

**NOTE:** The radio button will be automatically selected when this screen defaults from the **[Work Request]** screen.

4. Click the **[Select]** button to view 'Pending' jobs.
5. Select the required '**Action**' from the Action pick list.  
'Release' is the default Action for the Pending display type.
6. Double-click on job to be actioned in the display window.  
The system will 'insert' the 'Action' from the Action pick list.
7. Click on the **[✓ Submit]** button.  
This will authorise the work and the job will be available in the **[Job Tracking]** tab the following day.

## ***Clearing an Action***

The **[Clear]** button can be used to remove Action marks from displayed jobs.

1. Select the **[Clear]** button.  
The Action pick list will be removed.
2. Double-click on the job you wish to Clear.
3. Un-select the **[Clear]** button.  
The Action pick list will become active.

## **Action List Options**

The Action Options pick list will display a variety of available selections. Not all options will be available for **all** Users.

<i>Cancelled by Agency</i>	Displays all jobs cancelled by the Agency.
<i>Cancelled by FM</i>	Displays all jobs cancelled by FMs or DTEI Building Management (BM) Contract Managers.
<i>Disputed</i>	Displays all jobs currently in dispute.
<i>Fixed Price</i>	Displays jobs with a Fixed Price pending.
<i>Held</i>	Displays all jobs on <i>hold</i> pending further information. e.g.: budget approval
<i>Pending</i>	Displays new work waiting to be released. This is the default status.
<i>Pre-Active</i>	Not yet allocated a Job Number and sent to the FM for action.
	A combined list of all other choices, takes some time to display.
<i>Released</i>	After release and before being sent to the FM during normal nightly processing.
	Allows Users to change the status.

DTEI Building Management (BM) Contract Managers have additional choices available: Active, All, Archived and Completed.

## **Amending Work Details**

Work Details can be viewed or amended from the [Agreement] screen.

**NOTE:** This option is not be available to **all** Users

1. Right Click on the required job in the **[Agreement]** tab display window.
2. Select '**Amend**' from the sub-menu.  
The Work Details for ..... screen will display.
3. View and/or amend the required details.
4. Select the **[✓ Submit]** button to 'save' or  
Select the **[ X Cancel]** button to exit.

The screenshot shows the 'Work details for 30' screen. At the top, there is a table with columns: Action, Status, Ident, Asset, Agr..., and Work Description. Two rows are visible: one for Ident 120 and another for Ident 30. The row for Ident 30 has a context menu open with options 'Work Request' and 'Amend'. The main panel contains the following sections:

- Asset Details:** Asset POLC, SAPOL, Address, Agency Code, Region.
- Payment Details:** Customer POL0000 - SOUTH AUSTRALIA POLICE, Local ID, Agency Ref, General Ref.
- Job Details:**
  - Job Type: REPLACEMENT REFURBISHMENT, Status: PLANNED
  - Work Description: TX valve to APC unit on roof requires replacement. 6 x filters require replacement.
  - Cost Category: AIRCOND. (BUILDING), Estimated Cost: \$1,000, Fixed Price: \$0
- Site Contact Details:** Contact Name, Contact Phone.

At the bottom of the screen are three buttons: **Submit** (with a checkmark icon), **Cancel** (with a red X icon), and **Print**.

# **Job Tracking**

## **OBJECTIVES**

*You will be able to:*

- Search for a job using the description.
- View the status of incomplete jobs.
- Add a Job note
- Add an Amendment.
- Add a Variation.
- Request a Rework.
- Add Consultants details.
- Insert a Fixed Price for a Planned job.

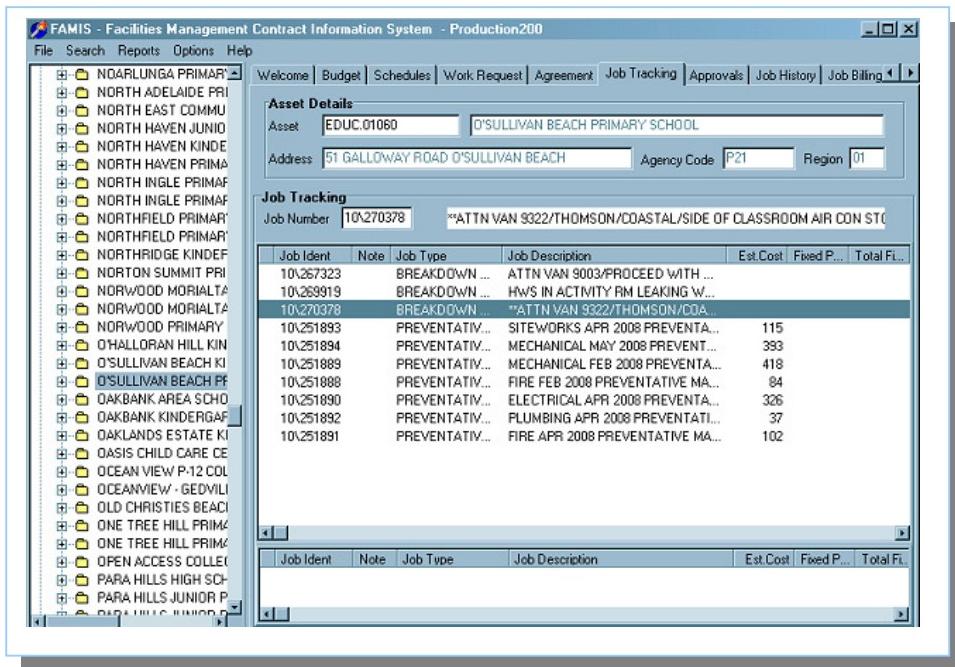
## **Tracking Work in FAMIS**

When any unplanned work has been submitted, or any planned work has been passed at the agreement stage, the work will appear in [Job Tracking].

Users can utilise many features from the **[Job Tracking]** tab, such as viewing the status of jobs, submit reworks, variations, consultancies or fixed price requests on Planned (Replacement/Refurbishment or Minor Work) work.

### **To view the status of jobs in progress**

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Job Tracking]** tab from the Works Tabs pane.



The display window shows all active jobs for the selected asset.

### **Sorting Display Tables**

FAMIS display tables can be sorted in either ascending or descending order by clicking on the column heading. Multiple clicks will toggle between ascending and descending order.

## Quick Menu Functions

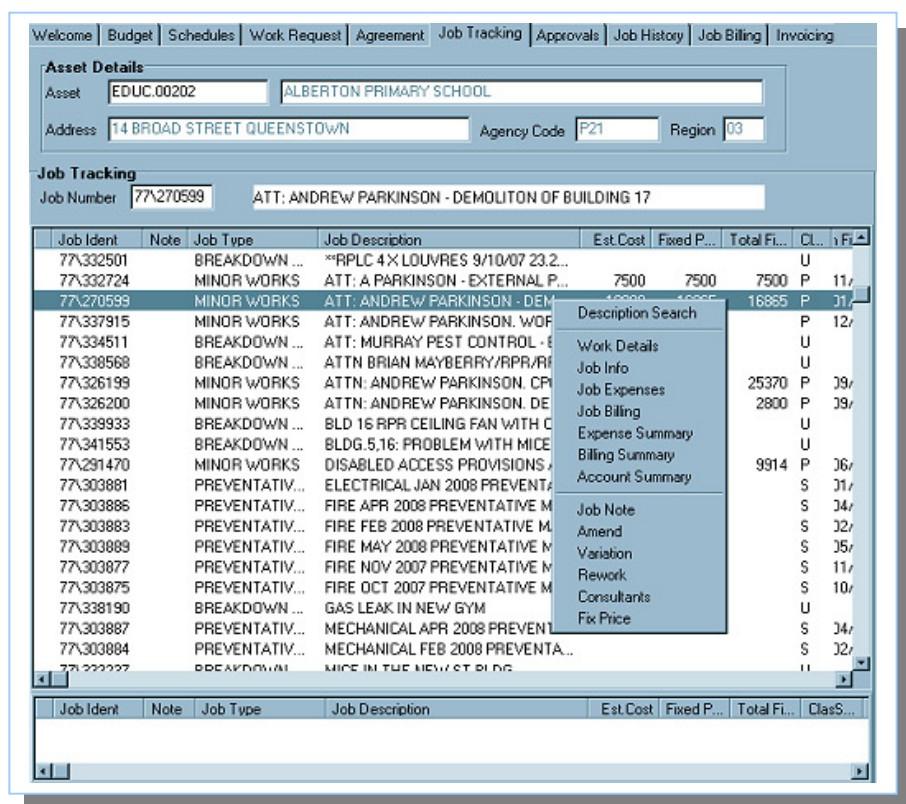
The **[Job Tracking]** display window provides a 'Quick Menu' to access a range of job information, details and actions.

Right-click on a job description to display the Quick Menu.

Different Menu items are available depending on the Job Type selected.

The Quick Menu is organised into three sections:

Search option, Display options, and Actions options.



### Description Search

The **[Description Search]** allows Users to search for jobs by the Job Description text. The Job Description field can contain up to 160 characters and the content can be searched using keywords that may not be seen from the **[Job Tracking]** display window.

1. Click **[Description Search]**  
a 'Find Job by Description' box will be displayed.
2. Enter a keyword and click **[✓ OK]**
3. Press **[F3]** to repeat the search.

## Display Options

### Work Details

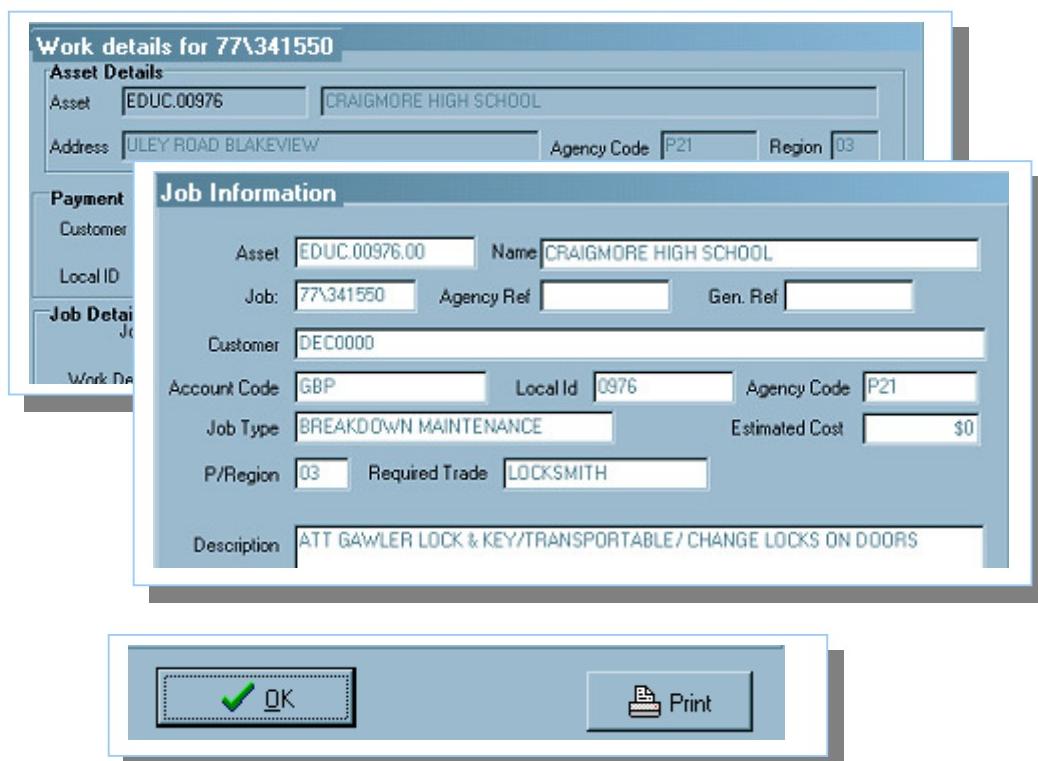
Displays details of the work to be carried out.

### Job Info

Displays detailed information about the job.  
i.e.: Job No., Cost Category, Timelines, Contact details etc...

### To view or print Work Details or Job Info

1. Right-click on the job description for the required job.
2. Select the required option from the Quick Menu  
A display window will show the selected option result.
3. Click [ OK] to exit  
or  
[ Print] to print a copy of the displayed information.



The screenshot shows two overlapping windows. The top window is titled 'Work details for 77\341550' and contains 'Asset Details' fields: Asset (EDUC.00976), Name (CRAIGMORE HIGH SCHOOL), Address (ULEY ROAD BLAKEVIEW), Agency Code (P21), and Region (03). The bottom window is titled 'Job Information' and contains fields for 'Payment' (Customer, Local ID), 'Job Details' (Job, Job Type, P/Region), and 'Work Details' (Account Code, Local Id, Agency Code, Required Trade, Description). The 'Job Details' section is highlighted. At the bottom of the 'Job Information' window are 'OK' and 'Print' buttons.

Asset Details	
Asset	EDUC.00976
Name	CRAIGMORE HIGH SCHOOL
Address	ULEY ROAD BLAKEVIEW
Agency Code	P21
Region	03

Job Information	
Customer	EDUC.00976.00
Local ID	0976
Job	77\341550
Job Type	BREAKDOWN MAINTENANCE
P/Region	03
Account Code	GBP
Local Id	0976
Agency Code	P21
Required Trade	LOCKSMITH
Description	ATT GAWLER LOCK & KEY/TRANSPORTABLE/ CHANGE LOCKS ON DOORS

<input checked="" type="checkbox"/> OK	[  Print]
--	--

## Action Options

### **Job Notes**

The Job Description field is limited to 160 characters. Users can use the **[Job Note]** field to provide more detailed information or for communication purposes with other parties regarding the selected job.

The Job Notes screen is not colour-coded but ALL fields are required to be populated with data. Job Notes are locked once **[✓ Okay]** is pressed and the Note submitted.

### **To enter a Job Note**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Job Note]**  
A Job Notes window will be displayed.
3. Click the **[□ New ]** button.  
The Job Note fields will become enabled.
4. Enter the required information.
5. Click **[✓ OK ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[ Print ]** to Print

The Job Note is saved against the Job and referenced by a 'Y' in the Job Note column on the **[Job Tracking]** screen.

The screenshot shows the 'Job Notes' window. At the top, there are two rows of input fields: 'Asset' (EDUC.00323) and 'COORARA PRIMARY SCHOOL'; 'Job' (10261497) and 'ALTERATIONS TO RECEPTION AREA & FINANCE OFFICE IN ADMIN BUILDING (BLDNG 1)'. Below these are four tabs: 'Created', 'User', 'Title', and 'Contact'. A large text area labeled 'Title' contains the placeholder 'ENTER TITLE'. Below this is a larger area labeled 'Enter Job Note information'. At the bottom, there are several buttons: 'New' (with a document icon), 'Submit' (with a checkmark icon), 'Cancel' (with a cross icon), and 'Print' (with a printer icon). There are also input fields for 'Date' (09/01/2008), 'Contact Name' (Enter Contact Name), and 'Phone' (Enter Phone No.).

## **Amend**

Users can **[Amend]** agency information for a job in progress.

### **To Amend Work Details**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Amend]**  
The Work Details window will be displayed.
3. Complete the required fields
4. . Click **[✓ Submit ]**  
or  
Click **[ X Cancel ]** to Exit  
or  
Click **[ ⌂ Print ]** to Print

**NOTE:** Key fields will be greyed out and cannot be amended.

**Work details for 10\261497**

<b>Asset Details</b>	
Asset	EDUC.00323 COORARA PRIMARY SCHOOL
Address	TAYLORS AVENUE MORPHEWTT VALE
Agency Code	P21
Region	01
<b>Payment Details</b>	
Customer	DEC0000 - DEPT OF EDUC & CHILDRENS SERVS
Local ID	0323
Agency Ref	
General Ref	
<b>Job Details</b>	
Job Type	MINOR WORKS PLANNED
Work Description	ALTERATIONS TO RECEPTION AREA & FINANCE OFFICE IN ADMIN BUILDING (BLDNG 1)
Cost Category	IMPROVEMENTS ADDNS,NEW M/WK(S)
Account Code	SITE (SPW) FUNDED WORKS
Estimated Cost	\$59,354
Fixed Price	\$59,355
Planned Start date	Thursday , 16 August 2007
Planned Finish date	Thursday , 6 September 2007
<b>Site Contact Details</b>	
Contact Name	
Contact Phone	
<input checked="" type="button"/> Submit	<input type="button"/> Cancel
<input type="button"/> Print	

## **Variation**

Variations can be added to Planned work (i.e.: Replacement/Refurbishment works or Minor Works) **with a Fixed Price**.

Variations are ‘attached’ to the ‘primary’ or ‘main’ Job Number.

The **[Job Tracking]** screen will display variation details in the lower section of the Display Window when the associated Job is highlighted in the table. Refer diagram below.

### **To Add a Variation**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Variation]**  
The Variation Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Ensure to complete the **[Fixed Price]** for the variation.  
The variation ‘Fixed Price’ will be added to the main job’s Fixed Price to give a new **total** ‘Fixed Price’  
(The Fixed Price will be provided by the FM)
5. The **[Planned Start Date]** must be changed before the **[✓ Submit ]** button will become enabled.
6. Click **[✓ Submit ]**  
or  
Click **[ X Cancel ]** to Exit  
or  
Click **[ Print ]** to Print

## Variation Example:

**Variation Details**

<b>Asset Details</b>	
Asset	EDUC.00825 ELIZABETH NORTH PRIMARY SCHOOL
Address	141 WOODFORD ROAD ELIZABETH NORTH
Agency Code	P21
Region	03
<b>Job Details</b>	
Original job No	77\339877
Job No:	77\342229
Original Description	ATTN DHRU / GEOFF: STAGE 3 INSTALL VERANDAS, RAMPS, STAIRS, DECK AND PAVING ETC FOR THREE NEW DUAL TRANSPORTABLES
<b>Enter Variation Details</b>	
Description	DHRU WATSON: ADDITIONAL RUBBLE FILL DUE TO REMOVAL OF POOR SUB BASE SOILS RE TRANSPORTABLE BUILDINGS
Type	UNSPECIFIED
Estimated Cost	\$5,978
Fixed Price	\$5,978
Planned Start	Tuesday , 18 December 2007
Planned Finish	Thursday , 31 January 2008
<b>Site Contact Details</b>	
Contact Name	Dick D'Aloia
Contact Phone	0255 2327
<b>Click [✓ OK] to Submit</b>	
<input checked="" type="button"/> OK 	

Ensure the Fixed Price is entered.  
and the  
Planned Start Date is changed.

Welcome | Budget | Schedules | Work Request | Agreements | **Job Tracking** | Approvals | Job History | Job Billing | Invoicing | Asset Library

<b>Asset Details</b>																																																						
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Address	141 WOODFORD ROAD ELIZABETH NORTH																																																					
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Region	03																																																					
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<table border="1"> <thead> <tr> <th>Job Ident</th> <th>Note</th> <th>Job Type</th> <th>Job Description</th> <th>Est. Cost</th> <th>Fixed P...</th> <th>Total Fi...</th> <th>Class</th> </tr> </thead> <tbody> <tr> <td>77\306475</td> <td>PREVENTATIVE MAINTENANCE</td> <td>SITEWORKS MAY</td> <td></td> <td>3830</td> <td>3830</td> <td>3830</td> <td>P 43</td> </tr> <tr> <td>77\333292</td> <td>MINOR WORKS</td> <td>ATT: GEOFF ARM</td> <td></td> <td>97615</td> <td>97615</td> <td>97615</td> <td>P 46</td> </tr> <tr> <td>77\333291</td> <td>MINOR WORKS</td> <td>ATTN GEOFF ARM/PAINT: FEE OFFICE</td> <td></td> <td>97615</td> <td>97615</td> <td>97615</td> <td>P 46</td> </tr> <tr> <td>77\339876</td> <td>MINOR WORKS</td> <td>ATTN DHRU / GEOFF: STAGE 2 CO... ATTN DHRU / GEOFF: STAGE 3 IN...</td> <td>100000</td> <td>100000</td> <td>105978</td> <td>P 47</td> </tr> <tr> <td>77\339877</td> <td>MINOR WORKS</td> <td>ATTN DHRU / GEOFF: STAGE 3 IN...</td> <td>100000</td> <td>100000</td> <td>105978</td> <td>P 47</td> </tr> <tr> <td>77\342229</td> <td>MINOR WORKS</td> <td>ATTENTION DHRU WATSON: ADD...</td> <td>5978</td> <td>5978</td> <td>5978</td> <td>P</td> </tr> </tbody> </table>		Job Ident	Note	Job Type	Job Description	Est. Cost	Fixed P...	Total Fi...	Class	77\306475	PREVENTATIVE MAINTENANCE	SITEWORKS MAY		3830	3830	3830	P 43	77\333292	MINOR WORKS	ATT: GEOFF ARM		97615	97615	97615	P 46	77\333291	MINOR WORKS	ATTN GEOFF ARM/PAINT: FEE OFFICE		97615	97615	97615	P 46	77\339876	MINOR WORKS	ATTN DHRU / GEOFF: STAGE 2 CO... ATTN DHRU / GEOFF: STAGE 3 IN...	100000	100000	105978	P 47	77\339877	MINOR WORKS	ATTN DHRU / GEOFF: STAGE 3 IN...	100000	100000	105978	P 47	77\342229	MINOR WORKS	ATTENTION DHRU WATSON: ADD...	5978	5978	5978	P
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<b>[Job Tracking] displays the Original Job and the associated Variation.</b>																																																						

## **Consultancies**

Consultancies can only be created and appear on Planned work.  
(i.e. Replacement/Refurbishment work or Minor Work)

### **To Add a Consultancy**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Consultants]**  
The Consultant Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Ensure to complete the **[Fixed Price]** for the consultancy.  
The consultancy 'Fixed Price' will be added to the main job's Fixed Price to give a new **total** 'Fixed Price'  
(The Fixed Price will be provided by the FM)
5. The **[Planned Start Date]** must be changed before the **[✓ Submit ]** button will become enabled.
6. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit  
or  
Click **[ Print ]** to Print

**Consultant Details**

<b>Asset Details</b>		
Asset	EDUC.01117 BANKSIA PARK INTERNATIONAL HIGH SCHOOL	
Address	610 MILNE ROAD BANKSIA PARK	
Agency Code	P21	
Region	03	
<b>Job Details</b>		
Original job No	77341897	
Original Description	REPAIRS FOLLOWING FLOOD DAMAGE FROM BURST WATER HEATER - ATTN ALAN LOXTON	
Consultant Description		
Type		
Planned Start	Thursday, 10 January 2008	
Planned Finish	Wednesday, 9 January 2008	
<b>Site Contact Details</b>		
Contact Name		
Contact Phone		
<input checked="" type="checkbox"/> <b>Submit</b>	<input type="button" value="Cancel"/>	<input type="button" value="Print"/>

## **Rework**

The Rework feature is used to have work re-done, only if the work was not completed satisfactorily. Reworks are used at the Trade level and can be applied to all classes of jobs.

Reworks will be undertaken by the FM at no cost to the client.

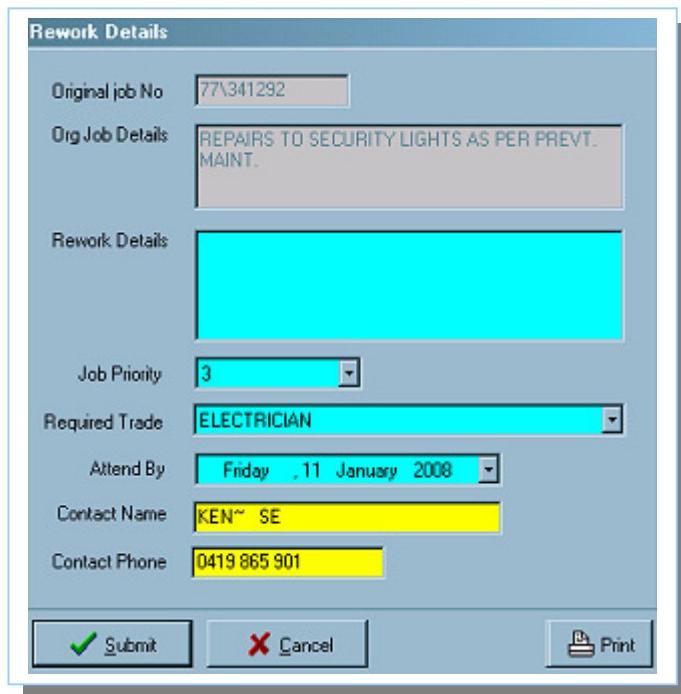
### **To Add a Rework**

1. Right-click on the required job to Access Quick Menu.
2. Select **[Rework]**  
The Rework Details window will be displayed.
3. Complete the required fields.  
Key fields will be greyed out and cannot be amended.
4. Click **[✓ Submit ]**  
or  
Click **[ X Cancel ]** to Exit  
or  
Click **[ ☰ Print ]** to Print

**Rework Details**

Original job No	77341292
Orig Job Details	REPAIRS TO SECURITY LIGHTS AS PER PREV. MAINT.
Rework Details	
Job Priority	3
Required Trade	ELECTRICIAN
Attend By	Friday ,11 January 2008
Contact Name	KEN~ SE
Contact Phone	0419 865 901

**Submit** **Cancel** **Print**



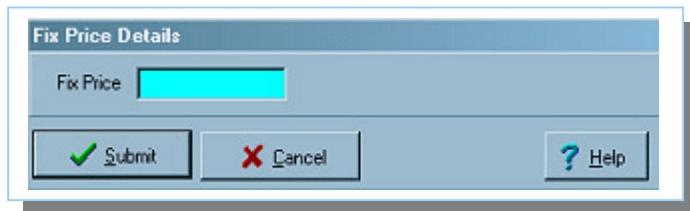
## ***Fix Price***

Fixed Pricing is only available on Planned work.  
(i.e. Planned Replacement/Refurbishment work or Planned Minor Work)

Fixed Pricing is **mandatory** on all Planned work.  
The FM will not be able to make progress claims for work until a Fixed Price is entered.

### ***To enter Fixed Price Details***

1. Right-click on the required job to Access Quick Menu.
2. Select **[Fix Price]**  
The Fix Price Details window will be displayed.
3. Enter the Fixed Price.
4. Click **[✓ Submit ]**  
or  
Click **[ X Cancel]** to Exit



# **Approvals**

## **OBJECTIVES**

*You will be able to:*

- Authorise or Dispute Jobs to be Accepted.
- Authorise or Dispute Jobs to be Approved.

## ***Approvals for Payment***

The FM makes financial claims during the month for work completed or in progress through invoices and progress payments. Only claims that have been accepted and approved by the Agency will be included as a payment to the FM at the end of the payment period. (i.e.: twice monthly).

When a claim is received by DTEI BM it must be accepted and approved as soon as possible. The Business Rules associated with the Across Government Facilities Management Arrangements require Government and DTEI BM to pay all claims to the Facilities Management Providers within 30 days of lodgement of the job claims for completed and paid works carried out by the FMs.

DTEI BM has implemented an automatic payment of all claims that have not been accepted or approved for payment after a 30-day period from when the FM put the job claim into FAMIS.

**It is imperative** that Agency representatives at designated locations and Corporate Agency representatives regularly, each week, access FAMIS to accept and approve the FMs work claims to ensure a responsible approval environment for the Across Government Facilities Management Service Agreement.

If a job has been disputed there will not be an automatic payment made. Payment will be made after the client has settled the matter with the FM. If it is necessary to dispute a claim from the FM, a valid reason must be given why the dispute has occurred.

Once a job has been accepted or approved, it will no longer display on that filtered list.

### **IMPORTANT:**

**Acceptance and Approval functions are for financial payment to the FM for work undertaken at the request of the Designated Location.**

**It is NOT the authorisation for an Agency to charge the work to a Designated Location. That is an internal matter between the Agency and the Designated Location, to be decided internally and must not be confused with the payment of the FM as a third party.**

**It is important that Designated Locations and/or Agency representatives regularly Accept and Approve jobs for payment.**

Auto App.	Job Ident	Note	Claim	Adj	Job Type	C.	Asset	Job Description	Work
6 days	77341872	100			BREAKDOWN...	U	07654	BLDG 4/UP BOYS TLTS/BOWL BRO...	PLUM
Past Due	77341745	100			BREAKDOWN...	U	07654	ATT GAVLER LOCK KEY WESTE...	LOCK
6 days	77340756	100			BREAKDOWN...	U	07654	BLDG 4 FRONT OFFICE DOOR CLO...	CARP
Past Due	77340491	100			BREAKDOWN...	U	07654	ATT GAVLER LOCK KEY/RM0502	LOCK
6 days	77340231	100			BREAKDOWN...	U	07654	ATT GRAFFITI BLASTERS - REMO.	GRAF
2 days	77340191	100			BREAKDOWN...	U	07654	BLDG 1, RM.20, FLUSHER UNIT C...	PLUM
3 days	77340183	100			BREAKDOWN...	U	07654	ATT GREENE EDEN - 10 CHECK...	MECH
6 days	77335623	100			BREAKDOWN...	U	07654	ATTN WILLIAMS ELDG1-A/C T00...	MECH
6 days	77335654	100			BREAKDOWN...	U	07654	ATT ARK ELEC - RPR SPEAKER C...	ELEC
	77333089	100							
6 days	77333024	100			BREAKDOWN...	U	07654	ATT ARK ELECTRICAL-BLDG 5-BRK...	ELEC
3 days	77312312	100			PREVENTATIV...	S	07654	POLES BRKN OFF PLAY/GRD, NEE...	CARP
6 days	77312311	100			PREVENTATIV...	S	07654	PLUMBING DEC 2007/PREVENTATI...	

In line with the Service Level Agreement, jobs are automatically approved for payment 30 days after the claim has been received in FAMIS but the auto approval process is *not* the preferred method of approval.

DTEI BM will provide monthly reports to Agencies detailing all jobs that have been automatically approved for payment.

After 20 days a daily countdown will occur to alert Users of pending auto approval.

Auto App.	Job Ident	Note	Claim	Adj	Job Type	C.	Asset	Job Description	Work
4 days	77341819	100			BREAKDOWN...	U	01405	CORELLA-RPR BROKEN WINDOW	GL...
6 days	77341413	100			BREAKDOWN...	U	01538	BLDG 4/UP PLATES, PULLS, PUSH B...	ELE...
2 days	77340154	100			BREAKDOWN...	U	01538	ATT TOP MARY - TIN OF EPOXY U...	CAR...
2 days	77340395	100			BREAKDOWN...	U	00699	UNBLOCK SINK, DRAIN BLDG 24, R...	PL...
2 days	77340222	100			BREAKDOWN...	U	01405	RED/GUM/PRP LOCK TO COMPUTER	L...
2 days	77340675	1			MINOR WORKS	P	00801	RENSTATE BUILDING 01A FOLLOW...	IS...
Past Due	77340470	100			BREAKDOWN...	U	01858	ATT MAGILL LOCKSMITHS - RPR L...	L01...
2 days	77340452	100			BREAKDOWN...	U	00710	ATTN TOP MARK CLNING/BLDG 3...	GL...
3 days	77340359	100			BREAKDOWN...	U	01405	WARATAH BLDG - RPR CONTINU...	PL...
2 days	77340064	100			BREAKDOWN...	U	00710	ATT TOP MARK CLEANING - REM...	GR...
6 days	77339942	100			BREAKDOWN...	U	01405	WATER LEAK TO GREVILLEA/YAR...	PL...
6 days	77339891	100			BREAKDOWN...	U	01405	N/E ELECTRICAL/AP OFFICE/...	ELE...
6 days	77339414	100			BREAKDOWN...	U	01405	CORELLA/SUICE IS LEAKING WA...	PL...
6 days	77339413	100			BREAKDOWN...	U	01405	ATT WILLIAMS REF/CORELLA/RP...	ME...
2 days	77339716	100			BREAKDOWN...	U	00574	RPLCE CRACKED WINDOW RPLC...	GL...
2 days	77338622	100			BREAKDOWN...	U	01405	ATT NORTH EAST ELECT - INVES...	ELE...
6 days	77338621	100			BREAKDOWN...	U	01405	ATT NORTH EAST ELECT - INVEST...	ME...
6 days	77339434	100			BREAKDOWN...	U	00544	AIR CON TRIPPING CIRCUIT, LEAK...	PL...
6 days	77339202	100			BREAKDOWN...	U	01405	ATTN ROBERTSONS BRYN WIND...	GL...
2 days	77339857	100			BREAKDOWN...	U	01405	ADMIN/CASUARINA/LIGHT SWITC...	ELE...
6 days	77339556	100			BREAKDOWN...	U	01405	RED GUM BLDG/RPR ODO AIR CON	ME...
6 days	77339705	100			BREAKDOWN...	U	00574	ATT P.A.P. PLUMBERS - RPR DRIL...	PL...
4 days	77334123	100			BREAKDOWN...	U	00544	"BE TO KINDY - VANS FRONT DO...	CAR...
Past Due	77334103	100			BREAKDOWN...	U	00688	METAL COVER OVER INSPECTION...	PL...
2 days	77332445	100			BREAKDOWN...	U	00574	"ATT. NORTHERN SUBURBS GLA...	GL...
2 days	77331275	100			BREAKDOWN...	U	00574	ATT DHRU WATSON/WELSH LED...	ELE...
2 days	77330932	100			BREAKDOWN...	U	00662	SMASHED WINDOW/BLDG 3...	GL...
2 days	77330117	100			BREAKDOWN...	U	00574	"2 SMASHED WINDOWS ON MUSTI...	GL...
2 days	77329880	100			BREAKDOWN...	U	01405	CORELLA CLASSROOM/RPR GLASS...	GL...
2 days	77324241	1			MINOR WORKS	P	00540	ATT ROB JONES - TREATMENT OF...	IS...
2 days	77321960	1			MINOR WORKS	P	00739	UPGRADE ENTRY, FOYER HALL B...	IS...
2 days	77321959	2			MINOR WORKS	P	00739	UPGRADE TOILETS, KITCHEN ST...	IS...

## **Display Job Details on the Approvals Tab**

The [Approvals] display window provides a 'Quick Menu' to access a range of job information, details and billing.

To access the Quick Menu, right-click on the job number to display the Quick Menu then select the required Quick Menu item.

A display window will show the selected option result.

The screenshot shows the 'Approvals' tab of a software application. At the top, there's a navigation bar with links like 'Welcome', 'Budget', 'Schedules', 'Work Request', 'Agreement', 'Job Tracking', 'Approvals', 'Job History', 'Job Billing', 'Invoicing', 'Asset List', 'Tax Invoice', and 'Reject'. Below the navigation bar, there's a header for 'Asset Details' with fields for 'Asset' (set to 'EDUC'), 'Address', 'Agency Code', and 'Region'. A large table lists various jobs with columns for 'Auto App.', 'Job Ident', 'Note', 'Claim', 'Adi', 'Job Type', 'C.', 'Asset', 'Job Description', and 'W/o'. One specific job, '77\340675', is highlighted in blue and expanded. To the right of the table is a 'Job Type' quick menu with options: All Jobs, Jobs To Be Accepted, Jobs To Be Approved (which is selected), Jobs To Be Invoiced, and Disputed Jobs. Below the table are buttons for 'Authorise' (with a smiley face icon), 'Dispute' (with a red circle icon), 'Clear', 'Submit' (with a checkmark icon), and 'Cancel' (with a cancel icon). The bottom half of the window is a 'Work details for 77\340675' panel. It contains sections for 'Asset Details' (Asset: EDUC, Address, Agency Code, Region), 'Payment Details' (Customer: DEC0000 - DEPT OF EDUC & CHILDRENS SERVS, Local ID: 0801, Agency Ref: RFF, General Ref: RFF1 - 360), and 'Job Details' (Job Type: MINOR WORKS, Work Description: REINSTATE BUILDING 01A FOLLOWING THE FIRE - ATTN ANDREW PARKINSON, Cost Category: IMPROVEMENTS, ADDNS, NEW M/WK(S), Account Code: CORP (RFF) RISK - FIRE, Estimated Cost: \$22,000, Fixed Price: \$17,045). It also includes fields for 'Planned Start date' (Monday, 22 October 2007) and 'Planned Finish date' (Monday, 3 December 2007). At the bottom are 'Site Contact Details' (Contact Name: Tony Foster, Contact Phone: 82261099), and 'OK' and 'Print' buttons.

## ***Accept, Approve or Dispute claims for Payment***

1. Select the Asset from the 'Asset List' pane.
  2. Select the **[Approvals]** tab from the Works Tabs pane.
  3. Select the [Job Type] radio button.  
Either **Jobs to be Accepted** or **Jobs to be Approved**.
  4. To Authorise, click the **[Authorise]** button, and then double-click any job to be authorised in the display window.

To Dispute, click the **[Dispute]** button and then double-click any job to be disputed in the display window.

The Dispute box will be displayed.

Select a 'reason' from the Dispute pick list.

Click [✓ Submit] button.

To Clear an *Authorise* or *Dispute* mark, click the **[Clear]** button then double-click any job where the mark is to be cleared.

5. Once all the required jobs have been marked click the [ **Submit**] button to Accept or Approve the selected jobs.

or

**[Cancel]** to clear all marks.

Asset Details									
Asset	EDUC	EDUCATION							
Address		Agency Code		Region					
<input type="checkbox"/>	81\61508	100	BREAKDOWN ...	U	01817	POWER POINT LYING ON GROUN...	ELE		
<input type="checkbox"/>	81\61506	100	BREAKDOWN ...	U	01817	OSHC AIR CONDITIONER IS NOISY	REI		
<input type="checkbox"/>	81\61424	100	BREAKDOWN ...	U	01817	REPAIR EVAP AIR CONDITIONER L...	REI		
<input type="checkbox"/>	81\61377	100	BREAKDOWN ...	U	01817	SPLIT SYSTEM IN G BLOCK COMP...	REI		
<input checked="" type="checkbox"/>	81\61363	100	BREAKDOWN ...	U	01817	ADMIN REFRIGERATED AIR CONDI...	RE		

**Select Job Type**

**Select the job to be marked**

**Select the Action button**

**Submit or Cancel selections.**

## ***Clear Disputes on claims for payment***

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Approvals]** tab from the Works Tabs pane.
3. Select the [Job Type] radio button.  
Either **Jobs to be Accepted** or **Jobs to be Approved**.
4. Select the **[Authorise]** button.
5. Double-click any jobs that are to have Disputes cleared.  
Displayed with a red **X** icon.
6. Click the **[✓ Submit]** button.  
or  
**[Cancel]** to clear.

**NOTE:** It is possible to Accept and Dispute claims within the list of claims To Be Accepted, or Approve and Dispute claims within the list of claims To Be Approved.

**Warning:** An error or failure may occur during the updating of multiple claims. If this occurs, only some of the claims will be Accepted, Approved or Disputed. Users should re-select the list of claims to be accepted or approved to determine what claims have been updated and/or failed.

# **Job History**

## **OBJECTIVES**

*You will be able to:*

- View the status of Jobs.
- Export information to Excel.

## **Job History Details**

When any Scheduled, Planned or Unplanned work has been completed, the work will appear in the **[Job History]** tab.

**[Job History]** enables Users to view the status of any completed job, including financial details and/or cancelled jobs for any asset covered by the FM Arrangements.

Details displayed on the **[Job History]** tab are similar to the **[Job Tracking]** tab with an additional feature of a 'between dates' filter, to limit the number of jobs displayed.

Users can only issue a Rework from the **[Job History]** tab; no other changes can be made to the jobs within this display.

### **View the history of a completed Job**

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Job History]** tab from the Works Tabs pane.
3. Select the Job History fields for your required selections.  
(i.e.: Finished or Created, Date Range, Standard or All)
4. Click the **[Select]** button to display results.

The screenshot shows the FAMIS software interface with the 'Job History' tab selected. The 'Asset Details' pane shows Asset EDUC 00769, ADELAIDE HIGH SCHOOL, located at 10 WEST TERRACE ADELAIDE. The 'Job History' pane displays a list of completed jobs (Job Type: BREAKDOWN) between 01/10/2007 and 15/01/2008. The list includes various maintenance tasks such as 'ATTN NELSONS-BLDG 1-LEVEL 2...', 'LEVEL 03,BLDG 1,RM07-EPADICA...', 'ATT. CLIMATE CONDITION - BLDG...', 'ASBESTOS ATT CHUBB FIRE MIN...', 'BLDS 1 RM 320-GAS TAP IN CHEM...', 'BLDS 1 EVAP UNITS REPD PADS O...', 'BLDS 1-CLIMATE CONDITION-COV...', 'ATT. BIC BLDGS 1 & 2-CHECK EX...', 'ATT. RIDGEBACK - RSR-PRLC DA...', 'MINOR WORKS EVALUATION OF 18 EVAP AC/CON U...', 'PREVENTATIV. UFT5 JUN 2009 PREVENTATIVE M...', 'MECHANICAL DEC 2007 PREVENT...', 'UFT5 DEC 2007 PREVENTATIVE M...', 'MECHANICAL NOV 2007 PREVENT...', 'UFT5 NOV 2007 PREVENTATIVE M...', 'FIRE NOV 2007 PREVENTATIVE M...', 'MECHANICAL OCT 2007 PREVENT...', 'UFT5 OCT 2007 PREVENTATIVE M...', 'FIRE OCT 2007 PREVENTATIVE MA...', 'BUILDING OCT 2007 PREVENTATI...', 'MECHANICAL SEP 2007 PREVENT...', 'ADVICE TO CLI... CONSULTING SERVICES TO INVEST...'.

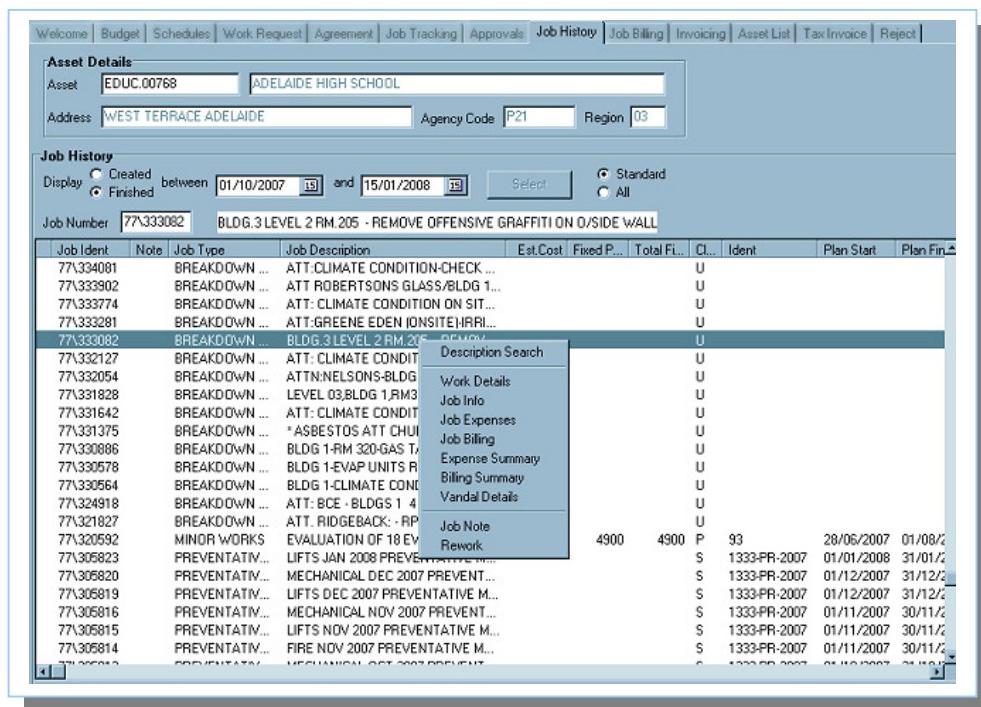
## **Sorting Display Tables**

FAMIS display tables can be sorted in either ascending or descending order by clicking on the column heading. Multiple clicks will toggle between ascending and descending order.

## **Quick Menu Options**

The **[Job History]** display window provides a 'Quick Menu' to access information relating to closed jobs, cancelled jobs and financial details, similar to the **[Job Tracking]** Quick Menu feature.

To access the Quick Menu, Right-click on a job in the display window to display the Quick Menu. Different Menu items are available depending on the Job Type selected.



Use the **[Job History]** Quick Menu to *view* or *print*:

- **Work Details** – Displays details of the work to be carried out.
- **Job Info** – Displays detailed information about the job.  
i.e.: Job No., Cost Category, Timelines, Contact details etc...

## Export information to Excel

Some **[Job History]** Quick Menu items enable the User to export the job details to Excel for further analysis.

Use the **[Job History]** Quick Menu to *export*:

- **Job Expenses** – Displays job expense details.
- **Job Billing** – Displays billing summary information.

### **How to export Job Expenses and/or Job Billing Details to Excel**

1. From the Quick Menu, select the required financial option.  
The selected Details box will be displayed.
2. Select [Export to Excel] button.  
A 'File to Export Job Details to' box will be displayed.  
NOTE the File Type of .csv (Comma Separated Values)
3. Complete the 'save' options and click **[Save]**

The file can now be opened, modified and re-saved as an Excel file.

4. Click **[✓ OK]** to exit.

**Job Expense Details**

Jobs	Claim	Adj	Priority	Work Type	Billed	Callout	Labour	Material	Equip
✓ 100					8850.00	0.00	0.00	0.00	0.00

**Job Billing Details**

Job Ident	Claim	Adj	Billing Status	Billed Amo...	AR Invoice No	Invoice Date	Export Date
77\328239	100		Billing Completed	8850.00	07FM0009791	24/10/2007 7:02:40 PM	11/12/2007

Buttons at the bottom of the 'Job Billing Details' window: **OK** (with a checkmark icon) and **Export To Excel**.

## **Other Available Information from the Quick Menu**

Other **[Job History]** Quick Menu items display various expense and billing summaries for each completed job.

Use the **[Job History]** Quick Menu to *view and/or print*:

- **Expense Summary** – Displays details of job expenses.
- **Billing Summary** – Displays details of job billings.
- **Account Summary** – Displays an overall account summary.

<div style="border: 1px solid #ccc; padding: 5px;"> <p><b>Job Expense Summary</b></p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Asset</td> <td>EDUC.00210</td> <td>Name</td> <td>ALDGATE PRIMARY SCHOOL</td> </tr> <tr> <td>Job</td> <td>77\328239</td> <td>Agency Ref</td> <td></td> </tr> <tr> <td>Customer</td> <td colspan="3">DEC0000 - DEPT OF EDUC &amp; CHILDRENS SERVS</td> </tr> <tr> <td>Acct Code</td> <td>RPB</td> <td>Local Id</td> <td>0210</td> </tr> <tr> <td>Job Type</td> <td colspan="3">MINOR WORKS</td> </tr> <tr> <td>Claim No.</td> <td>100</td> <td>Inv No.</td> <td>07FM0009791</td> </tr> <tr> <td>Description</td> <td colspan="3">ATT: WAYNE HARRIS. 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# **Job Billing**

## **O B J E C T I V E S**

*You will be able to:*

- View the Billing status of Jobs.

## Job Billing Details

The [Job Billing] tab displays requests for payments, received from the FMs in various stages, ranging from awaiting acceptance through to completed payment.

### View the Billing details of a Job

1. Select the Asset from the 'Asset List' pane.
2. Select the [Job Billing] tab from the Works Tabs pane.
3. Select the Job Billing display option.
4. Select the Date Range from the display calendars
5. Click the [Select] button to display results.

Job ID	Accepted	Job Type	C.	Asset	Job Description	Work Type	Billing Status	Billed Amo...	Est. Co...
77\3415	Approved	BREAKDOWN ...	U	00202	ATT. NESLONS: - BLDG.1, FRONT ...	LOCKSMITH	To be Accepted	184.99	
77\3404	Disputed	BREAKDOWN ...	U	00202	SECURITY LIGHTS ON NTHN SIDE ...	ELECTRICIAN	To be Accepted	25.40	
77\339525	100	BREAKDOWN ...	U	00202	BLD 19 WADU HOT/COLD TAPS MI...	PLUMBER	To be Accepted	136.20	
77\339524	100	BREAKDOWN ...	U	00202	BLD 5 HALLWAY RPR LATCH ON E...	LOCKSMITH	To be Invoiced	99.48	
77\338022	100	BREAKDOWN ...	U	00202	ATTB CHUBB FIRE ON SITE 1X NE...	FIRE CONTROL...	To be Accepted	1693.40	
77\336036	100	BREAKDOWN ...	U	00202	** 1X SMASHED WINDOW/ DOOR ...	GLAZIER	Billing Completed	355.33	
77\335984	100	BREAKDOWN ...	U	00202	BLUE MAGPIE RPR BROKEN WIND...	GLAZIER	Billing Completed	241.02	
77\335345	100	BREAKDOWN ...	U	00202	ATTN AUSTRAL TREE SERVICES ...	GROUNDS MTCE	To be Invoiced	2640.00	
77\334696	100	BREAKDOWN ...	U	00202	BLDG 5 - SIREN/ALARMS NOT AU...	ELECTRICIAN	To be Accepted	1801.75	
77\334541	100	BREAKDOWN ...	U	00202	POWER POINTS TO FISH TANKS I...	ELECTRICIAN	Billing Completed	75.07	
77\334539	100	BREAKDOWN ...	U	00202	'ASBESTOS' ATTN:ANDREW PAR...	CARPENTER	Billing Completed	1241.53	
77\333786	100	BREAKDOWN ...	U	00202	ATTN NELSONS LOCKSMITHS/B/E...	LOCKSMITH	Billing Completed	515.97	
77\326199	2	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, CPC ...	[CN]	To be Accepted	2895.00	253
77\326199	1	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, CPC ...	[CN]	Billing Completed	20475.00	253
77\326198	100	MINOR WORKS	P	00202	ATTN: ANDREW PARKINSON, VER...	[CN]	Billing Completed	2659.00	29
77\325375	100	BREAKDOWN ...	U	00202	ATT IAN CHARLES/REMOVE REPL...	CARPENTER	Billing Completed	1018.30	
77\325374	100	BREAKDOWN ...	U	00202	ATT GRAHAM ZOBEL/ART ROOM...	PLUMBER	To be Invoiced	710.43	
77\322677	100	BREAKDOWN ...	U	00202	ATT WELSH LED ART LIBRARY S...	ELECTRICIAN	Billing Completed	324.66	
77\303880	100	PREVENTATIV...	S	00202	MECHANICAL DEC 2007 PREVENT...		To be Accepted	646.32	
77\303879	100	PREVENTATIV...	S	00202	PLUMBING NOV 2007 PREVENTATI...		Billing Completed	136.20	
77\303878	100	PREVENTATIV...	S	00202	MECHANICAL NOV 2007 PREVENT...		Billing Completed	215.44	
77\303876	100	PREVENTATIV...	S	00202	PLUMBING OCT 2007 PREVENTATI...		Billing Completed	110.44	
77\303867	100	PREVENTATIV...	S	00202	ELECTRICAL JUL 2007 PREVENTA...		Billing Completed	183.00	
77\270639	4	MINOR WORKS	P	00202	ATTN: MAX HUNT, TRANSITION P...	[CN]	Billing Completed	69730.00	1000
77\270639	100	MINOR WORKS	P	00202	ATTN: MAX HUNT, TRANSITION P...	[CN]	To be Accepted	14640.00	1000

# **Invoicing**

## **OBJECTIVES**

*You will be able to:*

- View Invoices as an Agency.
- View Invoices as an FM.

## **View Jobs ready for Invoicing**

Once claims have been approved in the [Approvals] tab, they are then ready for Invoicing by the FM.

Claims to be invoiced are visible from both the [Approvals] tab and the [Invoicing] tab. Access to these tabs is dependant on the User access permissions and may not be available to all Users.

### **To view Jobs ready for Invoicing**

1. Select the Asset from the 'Asset List' pane.  
Alternatively, Users can select the 'Agency'
2. Select the [Invoicing] tab from the Works Tabs pane.
3. Select the [To be invoiced] radio button.  
Results will appear in the display window.

**NOTE:** Large lists may take some time to compile results.

4. Select the required jobs from the display window

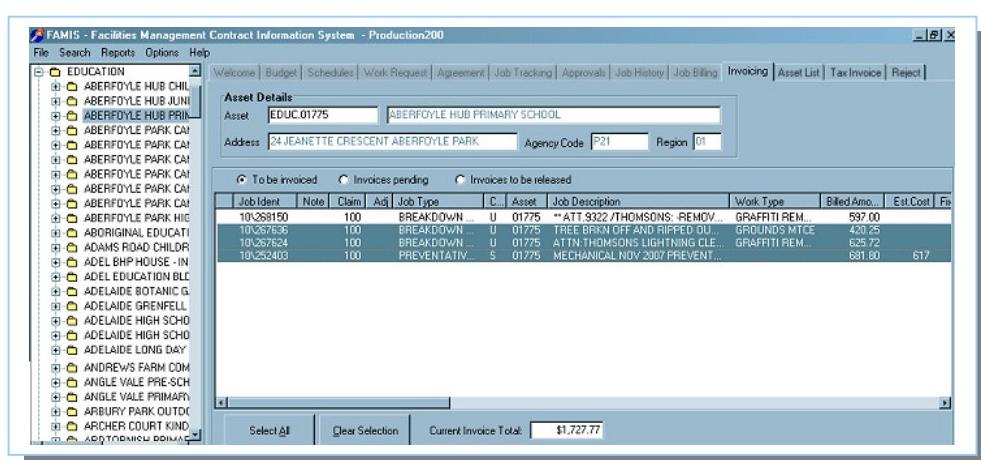
**Mouse-click** to select individual jobs.

Hold the <Shift> and **mouse-click** to select a block of jobs.

Hold the <Ctrl> and **mouse-click** to select non-consecutive jobs.

or use the [Select All] button to highlight the entire list.

5. View the **Current Invoice Total** of the selected jobs.



## ***Invoicing Jobs by the FM***

The FMs have a similar view from the **[Invoicing]** tab with additional functionality to raise Invoices.

The FM will select the claims to be included on a Tax Invoice and assign an Invoice Number to the group of claims.

This produces an Invoice for payment to the FMP.

### ***To view Jobs ready for Invoicing***

1. Select the Agency from the 'Asset List' pane.  
Alternatively, Users can select individual Assets.
2. Select the **[Invoicing]** tab from the Works Tabs pane.
3. Select the **[To be invoiced]** radio button.  
Results will appear in the display window.

**NOTE:** Large lists may take some time to compile results.

4. Select the required jobs from the display window

**Mouse-click** to select individual jobs.

Hold the **<Shift>** and **mouse-click** to select a block of jobs.

Hold the **<Ctrl>** and **mouse-click** to select non-consecutive jobs.

or use the **[Select All]** button to highlight the entire list.

5. Click on the **[Invoice]** button.  
The **Invoice Jobs** box will be displayed.

6. Enter the Invoice Number.

7. Click the **[✓ Submit]** button.

or

**[Cancel]** to exit.

*FM Invoicing*

FAMIS - Facilities Management Contract Information System - Production200

Welcome | Budget | Schedules | Work Request | Agreement | Job Tracking | Approvals | Job History | Job Billing | Invoicing | Asset List | Tax Invoice | Reject |

**Asset Details**

Asset EDUC EDUCATION

Address Agency Code Region

To be invoiced  Invoices pending  Invoices to be released

Job Ident	Note	Claim	Adj	Job Type	C	Asset	Job Description	Work Type	Billed Amt.	Est Cost
81161178		100		BREAKDOWN	U	01917	118- DOOR WILL NOT UNLOCK - U.	CARPENTER	141.50	
81161155		100		BREAKDOWN	U	01917	REFRIGERATED AIR CONDITIONE	REFRIG MECH.	100.00	
81161093		100		BREAKDOWN	U	01917	14 BLD 7 - DUST ROOM - UNAB	REFRIG MECH.	55.00	
81161068		100		BREAKDOWN	U	01917	REPAIR LEAK FROM WATER FOUL	PLUMBER	184.25	
81160900		100		BREAKDOWN	U	01917	REPAIR/ REPLACE LOCK ON WIND	CARPENTER	395.35	
81160611		100		BREAKDOWN	U	01917	TOILET BOWL IN SPECIAL ED H BL	PLUMBER	684.16	
81157919		100		PREVENTATIV	S	01917	FIRE OCT 2007 PREVENTATIVE M			390.00
81157917		100		PREVENTATIV	S	01917	BUILDING OCT 2007 PREVENTATI			1840.00
81157914		100		PREVENTATIV	S	01917	MECHANICAL AUG 2007 PREVENT			255.00
81156320										295.00
77342833										
77342837										
77342813										
77342810										
77342802										
77342504										
77342370										
77342306										
77342283										
77342258										
77342255										
77342252										
77341964		100		BREAKDOWN	U	01482	15/10/07/ATT NORTHERN SUBUR	CARPENTER	296.00	
77341937		100		BREAKDOWN	U	01011	BLDG 18/RM 40/CIRCUIT BREAK	GLAZIER	188.64	
77341917		100		BREAKDOWN	U	01012	15/10/07/BLDG 1A ADMIN L1/R	ELECTRICIAN	357.83	
77342013		100		BREAKDOWN	U	01012	ATT. ECS - TO CLEAN UP GLASS	GLAZIER	181.61	
77341932		100		BREAKDOWN	U	01008	REMOVE GRAFFITI AROUND SCH	CLEANER	132.00	
77341949		100		BREAKDOWN	U	01129	BLDG 3/RM 16, REPR/HOLE IN WA	GRAFFITI REM.	1751.65	
77341788		100		BREAKDOWN	U	01011	BLDG 18/SEC REPR BROKEN GLASS	CARPENTER	245.97	
77341755		100		BREAKDOWN	U	01009	ATT 15/SIC RESET SECURITY SY	GLAZIER	164.09	
77341749		100		BREAKDOWN	U	01005	BLDG 3- ADMIN AC/LEAKING WAL	ELECTRONICS	96.66	
77341746		100		BREAKDOWN	U	07654	ATT. GAWLER LOCK & KEY WEST	MECHANICAL T.	91.94	
77341737		100		BREAKDOWN	U	01137	15/10/02/REPLACE BROKEN STE	LOCKSMITH	58.05	
77341736		100		BREAKDOWN	U	01137	15/10/02/BLDG 1A/SEC PAD R	PLUMBER	450.97	
										153.73

Select All Clear Selection Current Invoice Total: \$706,372.35

Invoice Amount

Enter the Invoice No.

Submit Cancel Print

# **Work Schedules**

## **O B J E C T I V E S**

*You will be able to:*

- View the schedules of Preventative Maintenance work.
- View the schedules of Property Services.

## **Work Schedule Details**

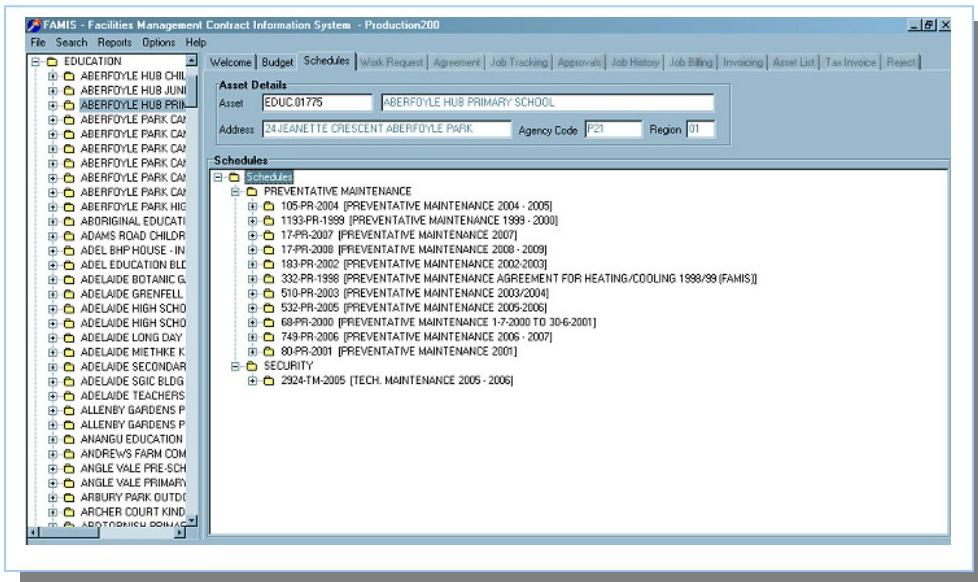
At any time, Users can view all schedules for an Asset including past and current years programs.

The work schedules for Preventative Maintenance work and Property Services, as identified in the Technical Data Sheets (TDS), shows a break-up of each program by service discipline.

### **View a Schedule of Work**

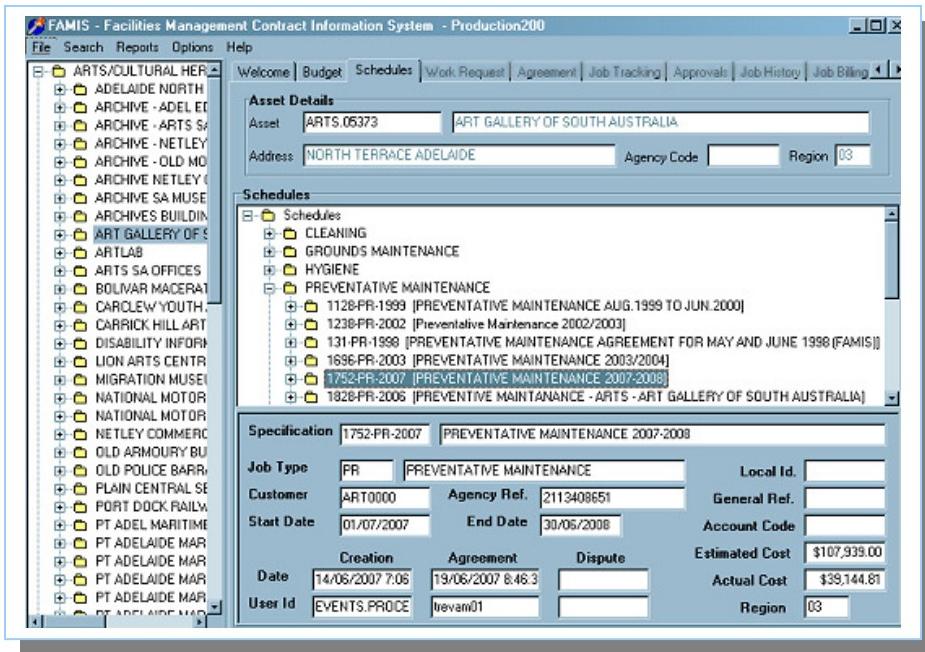
1. Select the Asset from the 'Asset List' pane.
2. Select the **[Schedule]** tab from the Works Tabs pane.
3. Open the Schedule list from the display window by clicking on the (+) to expand the selection.
4. Open the required Schedule Type by clicking on the (+) to expand the selection.  
Each recorded schedule will be displayed.

Schedules are displayed by Specification Id and Description.



## View Schedule Details

1. Click on a Specification Identification in the display window.  
The Schedule content details will be displayed in the lower display pane.
2. Click on the Schedule (+) to display the associated work disciplines.  
(Click the (-) to close/hide the selection)
3. Alternatively, Users can double-click the Specification Id to select and display the associated work disciplines.

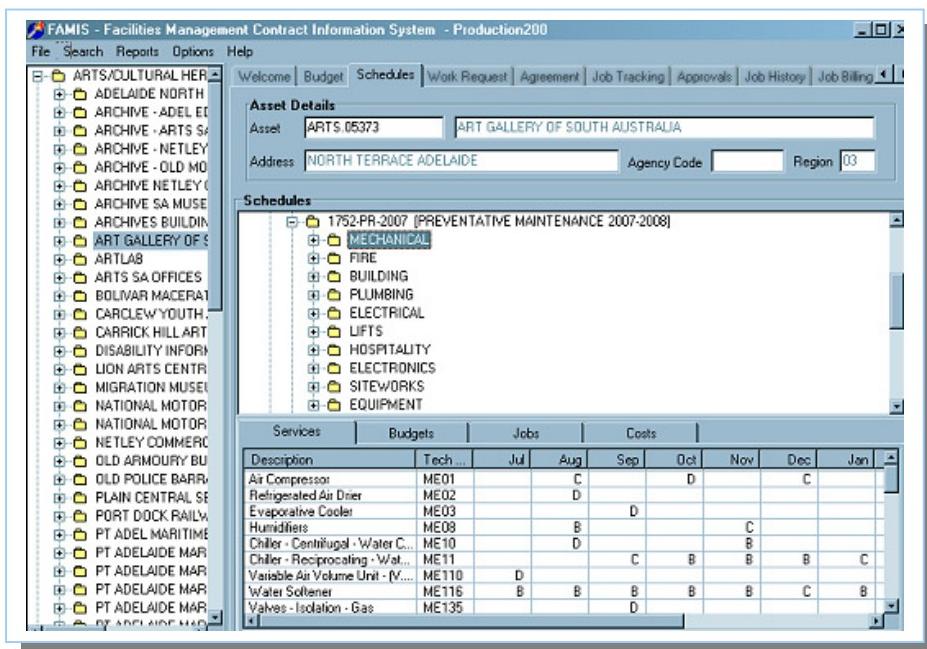


4. Click on a Discipline Name in the display window.  
The Discipline program details will be displayed in the lower display pane.
5. Click on the Discipline (+) to display the discipline items.  
(Click the (-) to close/hide the selection)

Alternatively, Users can double-click the Discipline Name to select and display the associated discipline items.

The available tabs in the lower display pane are dependent on the User access permissions and will be different for certain Users.

- Agency User access will display the **[Services]** and **[Jobs]** tabs.
- DTEI BM Contract Managers and Facilities Managers access will display other Facilities Management related tabs.



# **Budgets**

## **OBJECTIVES**

*You will be able to:*

- View Budgets by month or year.

## Budget Details

Users can view Budgets for each type of job and for each month of the year. Budgets are available for Preventative Maintenance and Property Services and can also display aggregate budgets by discipline.

### View Budgets

1. Select the Asset from the 'Asset List' pane.
2. Select the **[Budget]** tab from the Works Tabs pane.
3. Select the Budget period from the **[Period]** pick list.
4. Select the view option radio button.  
**Monthly**      or      **Yearly**
5. Click to select a program Description in the display window.  
 Results will be displayed in the bottom display window.

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PREVENTATIVE MAINTENANCE	6201	3259	5496	7810	6024	2023	5084	8060	3295
GROUNDS MAINTENANCE	312	312	312	312	312	312	312	312	312
HYGIENE	77	77	77	77	77	77	77	77	77

Description	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06
GROUNDS MAINTENANCE	0	0	0	5436	5640	5376	6456	6840	7200
HYGIENE	0	0	0	1200	1236	1296	1368	1368	1368
CLEANING	0	0	0	128509	165728	170040	160356	165396	174728
SECURITY	0	0	0	452424	507024	508260	536892	641352	696540
MINOR WORKS	0	0	0	0	0	0	0	0	0
PREVENTATIVE MAINTENANCE	0	0	0	3934	30355	47850	41730	46900	49301
WASTE MANAGEMENT	0	0	0	0	0	0	0	0	0
TECH. & MISC SERV...	0	0	0	0	0	0	0	0	0
REPLACEMENT REF...	0	0	0	0	0	0	0	0	0
VENUE MANAGEMENT	0	0	0	0	0	0	0	0	0

# **Troubleshooting**

## **O B J E C T I V E S**

*You will be able to:*

- Recognise error messages.
- View Reported Bugs.
- Enter a New Bug Report.
- Display the About Screen.
- View the New Features text file.

## Error Messages

Error messages appear when the system cannot complete a task due to incomplete transactions being present on a previous asset.

Error messages will be displayed in a FAMIS box with a description and/or prompt to correct the problem.

1. Take note of the action required.
2. Click [ OK] to exit the FAMIS error message box.
3. Navigate and correct the error.

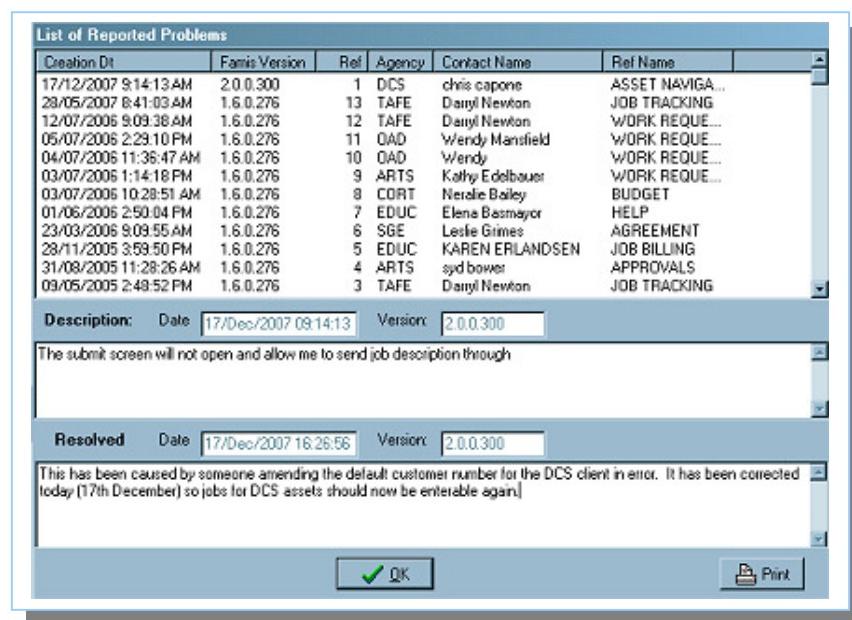


## Bugs

With an intended attempt to assist Users with overcoming problems with FAMIS, Users can view a list of previously reported problems using the system [**Bug List**]. This list provides a description and resolution for each Bug.

### To access the system Bug List

1. Click on the **Help** Menu.
2. Select [**Bug List**] from the Help Menu list.  
A 'List of Reported Problems' box will be displayed.



List of Reported Problems					
Creation Dt	Famis Version	Ref	Agency	Contact Name	Ref Name
17/12/2007 9:14:13 AM	2.0.0.300	1	DCS	chris capone	ASSET NAVIGA...
28/05/2007 8:41:03 AM	1.6.0.276	13	TAFE	Darryl Newton	JOB TRACKING
12/07/2006 9:03:38 AM	1.6.0.276	12	TAFE	Darryl Newton	WORK REQUE...
05/07/2006 2:29:10 PM	1.6.0.276	11	OAD	Wendy Mansfield	WORK REQUE...
04/07/2006 11:36:47 AM	1.6.0.276	10	OAD	Wendy	WORK REQUE...
03/07/2006 1:14:18 PM	1.6.0.276	9	ARTS	Kathy Edelbauer	WORK REQUE...
03/07/2006 10:28:51 AM	1.6.0.276	8	CORT	Nerolie Bailey	BUDGET
01/06/2006 2:50:04 PM	1.6.0.276	7	EDUC	Elena Basmeyer	HELP
23/03/2006 9:09:55 AM	1.6.0.276	6	SGE	Leslie Grimes	AGREEMENT
28/11/2005 3:59:50 PM	1.6.0.276	5	EDUC	KAREN ERLANDSEN	JOB BILLING
31/08/2005 11:28:26 AM	1.6.0.276	4	ARTS	syd bower	APPROVALS
09/05/2005 2:49:52 PM	1.6.0.276	3	TAFE	Darryl Newton	JOB TRACKING

Description: Date: 17/Dec/2007 09:14:13 Version: 2.0.0.300

The submit screen will not open and allow me to send job description through

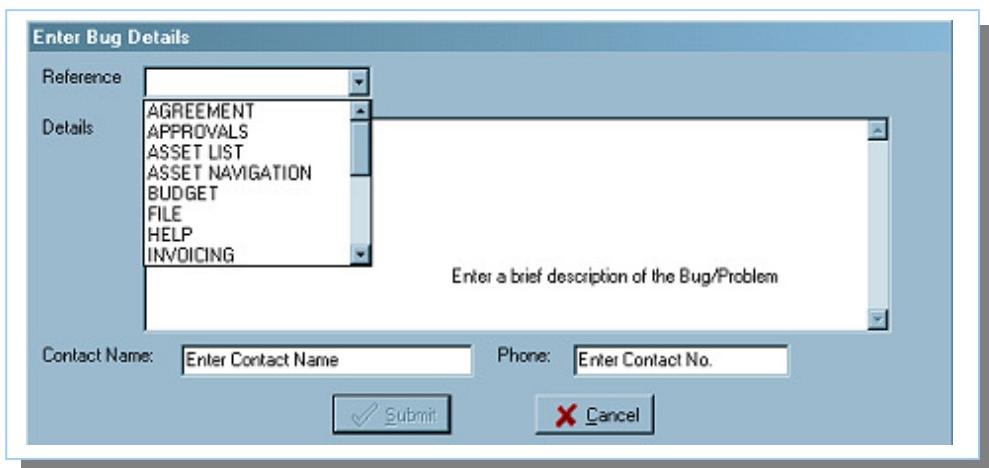
Resolved Date: 17/Dec/2007 16:28:56 Version: 2.0.0.300

This has been caused by someone amending the default customer number for the DCS client in error. It has been corrected today (17th December) so jobs for DCS assets should now be enterable again.

OK  Print

## How to enter a new Bug or Problem

1. Click on the **File** Menu.
2. Select **Report Bugs**.
3. Select a Reference from the **[Reference]** pick list.
4. Enter a brief description of the problem in the **[Details]** box.  
Include your name and contact phone number.
5. Click on the **[✓ Submit]** button to report the Bug.



## ***View the 'About' screen***

The About Screen displays information about FAMIS, including the current Version Release and the FM Contact details.

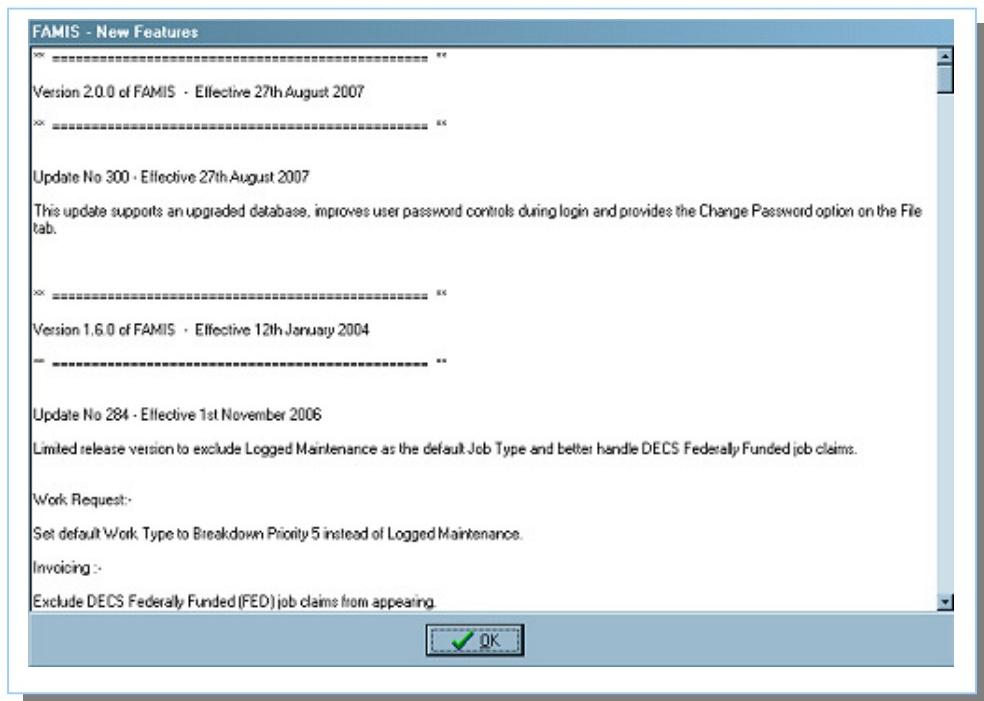
1. Click on the **Help** Menu.
2. Select the **About** option.



## ***View the 'New Features'***

This screen displays a list of new features available in the current version of FAMIS.

1. Click on the **Help** Menu.
2. Select the **New Features** option.



# **Reports**

## **OBJECTIVES**

*You will be able to:*

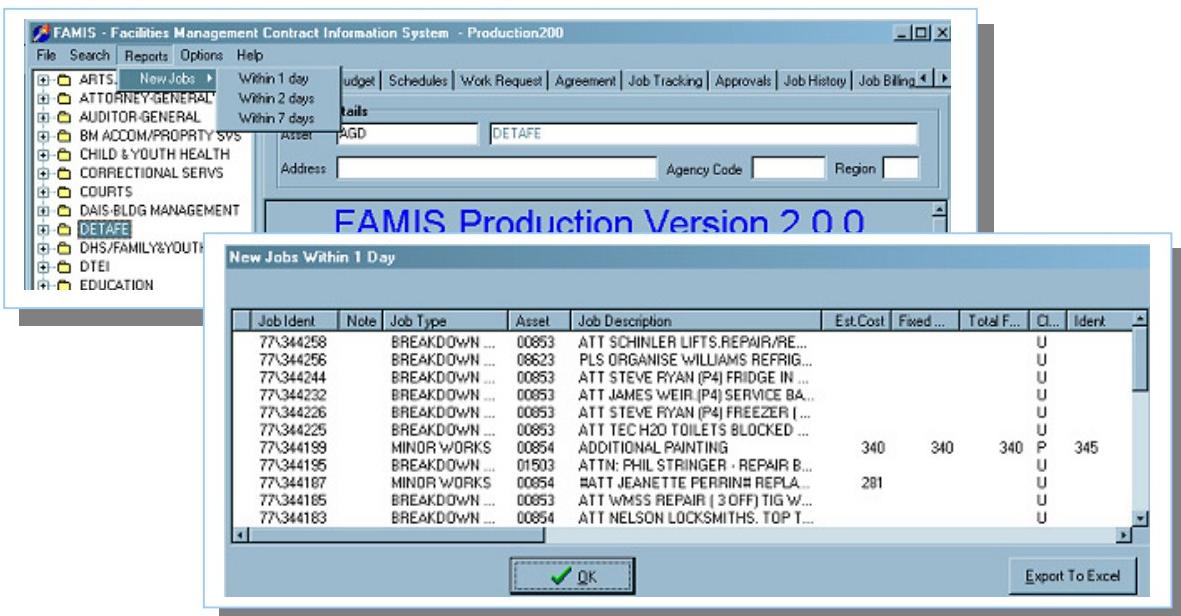
- View the available Reports.

## **Report Details**

There is a selection of Reports available from FAMIS with the added feature to export the results to Excel for analysis or printing.

### **How to access Reports**

1. Click on the **Reports** Menu.
2. Select **[New Jobs]** from the Reports Menu.
3. Select the required period from the available selections.  
The results will display in a separate display window.
4. Select the **[Export to Excel]** button.  
Follow the system prompts to save and access the Excel file.  
or  
Select **[✓ OK]** to exit.



# **FAMIS Release 2.0.0**

## **Training Guide and User Manual**

Department for Transport, Energy and Infrastructure

Version 5 March 2010

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